



## Leadership Essentials

# Giving & Receiving Feedback



# Our Development Process

**Mar 14**  
1 hour  
1-2pm

**Apr 9**  
2 hours  
1-3pm

**May 13**  
2 hours  
1-3pm

**June 12**  
2 hours  
1-3pm

**July 15**  
2 hours  
1-3pm

**Aug 28**  
2 hours  
1-3pm

**Sept 25**  
2 hours  
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**Oct 23**  
2 hours  
1-3pm

Program Kickoff  
Overview and  
Prepare for  
Pre-Assessment

Developing  
Your  
Leadership  
Mindset &  
Assessment  
Review

Know and  
Grow Your  
Team

Communication  
in Leadership

Giving &  
Receiving  
Feedback

Leading  
Change

Leading  
Through  
Conflict

Post-  
Assessment  
Review &  
Celebration

Launch Pre-  
Competency and  
DiSC Management  
Assessment

**Between Sessions:** application exercises, accountability  
partner connection, follow-up, and reminders

Launch Post-  
Competency  
Assessment

# Group Sharing

What was your **first** concert?

What was your **best/favorite** concert?



# Action Items

- Practice using your new brain-based tools.
  - Be prepared to share at least 2 examples next time of how you have done so.
- Listen to [\*Quick Thinks: All Effective Communication Must Start With This \(Episode 25 of Think Fast, Talk Smart\)\*](#) and meet with your accountability partner to discuss these questions:
  - What connections do you see between the questions Matt Abrahams (the podcast host) suggests you should ask of your audience or listener and the information you've learned in our workshop about the importance of connecting to someone's prior experience in order to communicate effectively?

# Pre-Competency Survey Results

Survey Item	Group Average
I deliver ongoing feedback to recognize desired behaviors and constructively redirect undesired behaviors.	3.4

# Today's Objectives



- Define feedback.
- Understand the barriers to receiving feedback.
- Deliver feedback to recognize desired behaviors and constructively redirect undesirable behaviors.

# What is Feedback?



# What is Feedback?

**Information given to a person with the intention of improving his/her performance.**



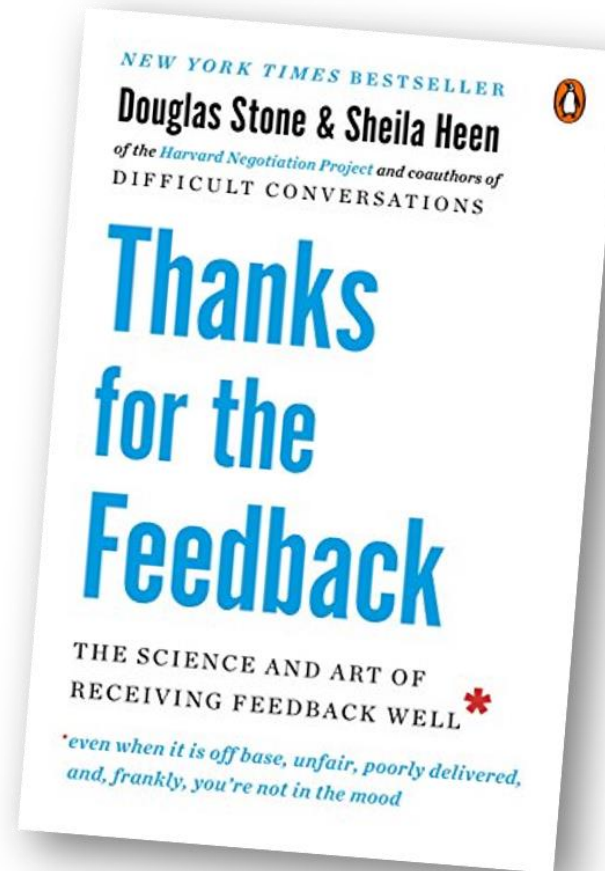
# The Whys of Feedback



- Improves productivity and skill building (growth)
- Builds strong relationships
- Keeps employees engaged
- Increases employee retention
- Eliminates surprises during review time
- Teaches managers something, too
- Encourages new ideas

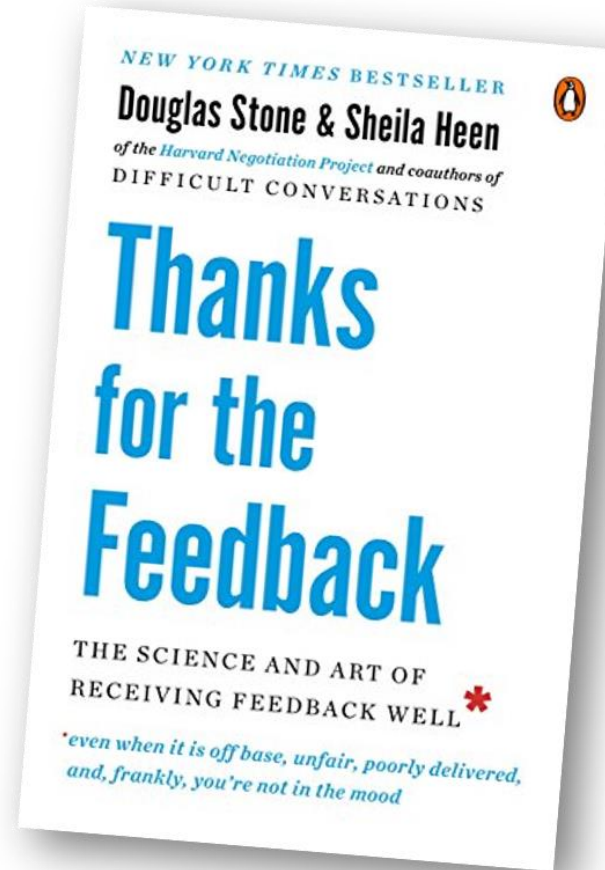
# 3 Types of Feedback

- Appreciation
- Evaluation
- Coaching

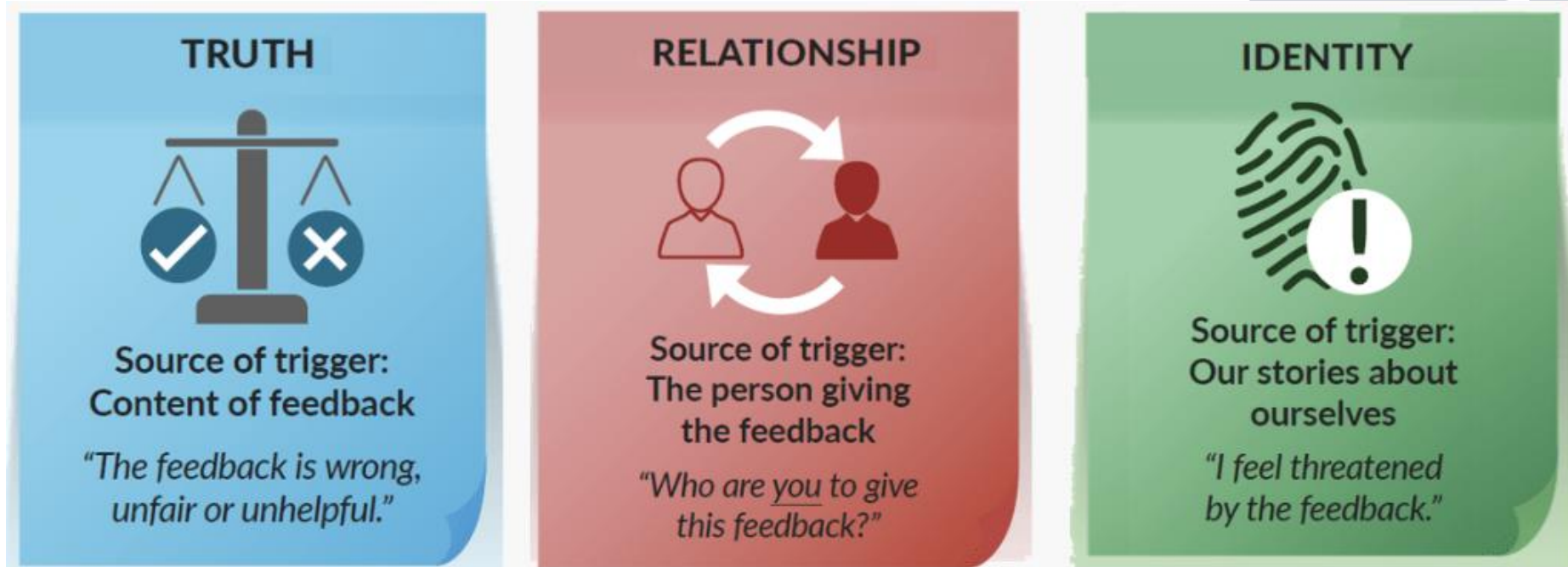


# 3 Barriers to Accepting Feedback

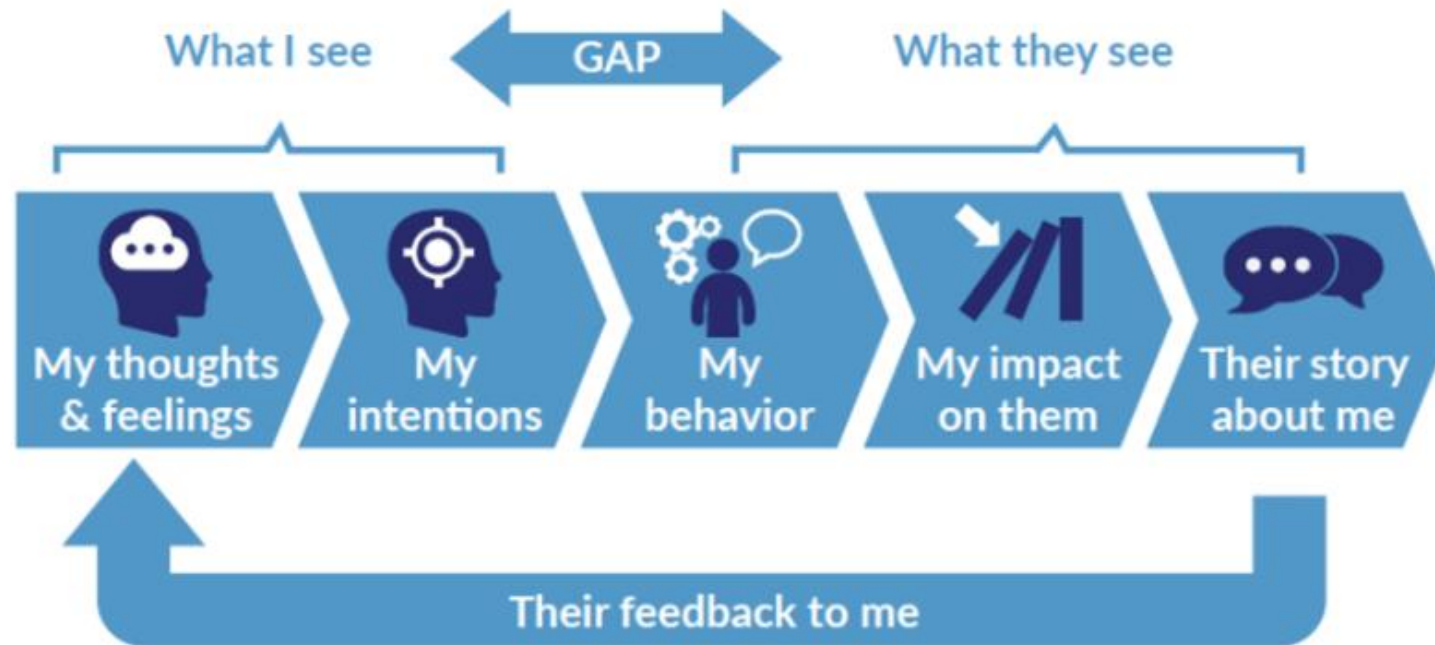
- Truth
- Identity
- Relationship



# 3 Barriers to Receiving Feedback



# The Gap Map: Explaining the Truth Barrier



**Truth Barrier:** “The feedback is wrong, unfair or unhelpful”

# The Gap Map: Explaining the Identity Barrier



**Identity Barrier:** “My image/understanding of self is threatened by this feedback.”

# Getting Indignant: Explaining the Relationship Barrier

Don't like me? cool, I probably didn't like you either.

**Relationship Barrier:** “Who are you to give this feedback?”

# Group Sharing

What is challenging about offering feedback?



# The Relationship Ratio

5 : 1

# SBI Feedback

**S**

**Situation**

Anchor time  
and place

**B**

**Behavior**

Observable  
action

**I**

**Impact**

What I felt/  
thought/  
experienced

# SBI Feedback



- The other day at the staff meeting....
- On Tuesday...
- When you sent that email to me and the rest of the Board...

# SBI Feedback



- When you said...
- When I was left off the email...
- When you wrote you had not heard of this before...

# SBI Feedback



- It made me feel valued.
- I worry it looks like we aren't aligned.
- It implied that our team doesn't communicate.

# SBI Feedback: Positive



“(S) When you came in early yesterday (B) and made sure we had everything for our meeting, (I) it made me feel valued, and that you really appreciate my time.”

# SBI Feedback: Corrective



“(S) Last Tuesday (B) when you said that you don’t think it is important how we address this issue, (I) it made me worry we aren’t aligned.”

“(S) Yesterday (B) when you submitted your weekly report with several errors, (I) it held up the rest of the team’s ability to compile their data for the VP.”

# Practice

Write down two pieces of feedback you need to give using the SBI model (3 min each).

Then, share with your group.

Ask: Did we hear a strong S, B, and I?



# Feedback & DiSC



Fast-paced &  
Outspoken



Think about each of the core styles. How would each of these styles like to receive feedback?



Cautious &  
Reflective



# Your Action Items

- **Give** the feedback (positive and constructive) you identified you need to give
- **Watch:** [The Secret to Giving Great Feedback – Ted Talk](#)
- **Meet** with your accountability partner to discuss:
  - Based on the Ted Talk, *The Secret to Giving Great Feedback*, what insights did you gain about how you've been giving feedback in the past and how you can improve your approach to offering feedback in the future?
  - How did the feedback go?
  - What did you learn about how you might approach it differently next time?

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