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Rehab INDUSTRIES

LEAD Program

Feedback and Accountability Conversations

Ice Breaker

What's your go-to comfort food?

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Action Items for Today

- Plot your team members on the DiSC wheel (in handout), and answer the questions about gaps, strengths, and tensions.
- Complete the Action Plan for Success in your handouts.
- Watch The Golden Rule Goes Platinum (Angela McMillan/TedX)
- Meet with your accountability partner to discuss the following questions
  - What actions are you planning to adapt communication to someone else's DiSC style?
  - What obstacles are you planning ahead for?
  - How did insights from Angela McMillan's TedX talk help inform these choices?
- Continue working on your Leadership Mission.

Action Items Debrief

In breakout groups, discuss:

- What's one thing you intentionally changed about your communication after the last workshop—and what happened?
  - What worked better than expected?
  - What was harder than expected?

Pre-Competency Survey Results

Survey Item	Group Average
I deliver ongoing feedback to recognize desired behaviors and constructively redirect undesired behaviors.	3.7
I am confident having accountability conversations with my team members.	3.7
I understand the difference between accountability and ownership.	3.6

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?

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What is Feedback?

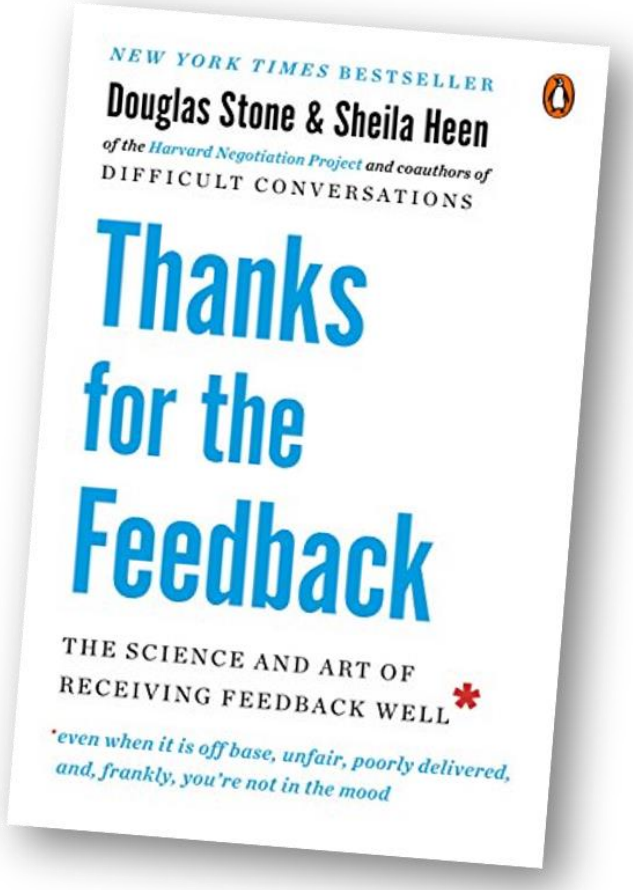
Information given to a person with the intention of improving his/her performance.

The Whys of Feedback

- Improves productivity and skill building
- 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



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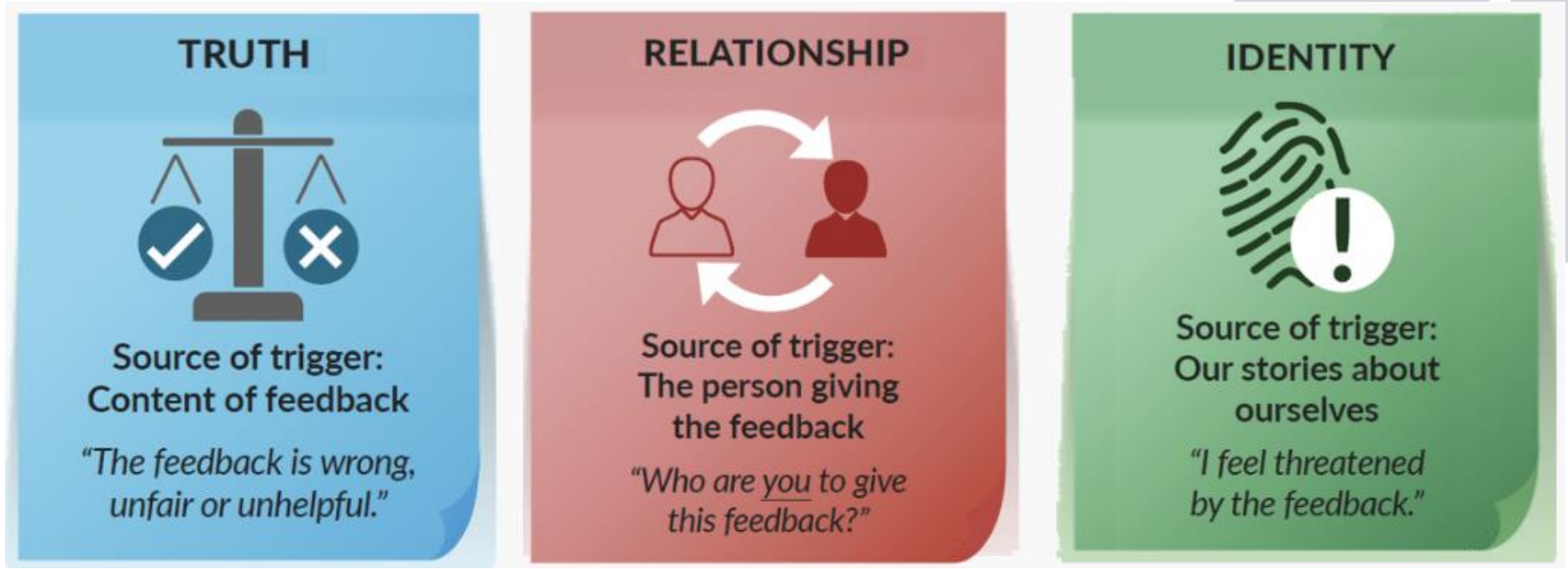
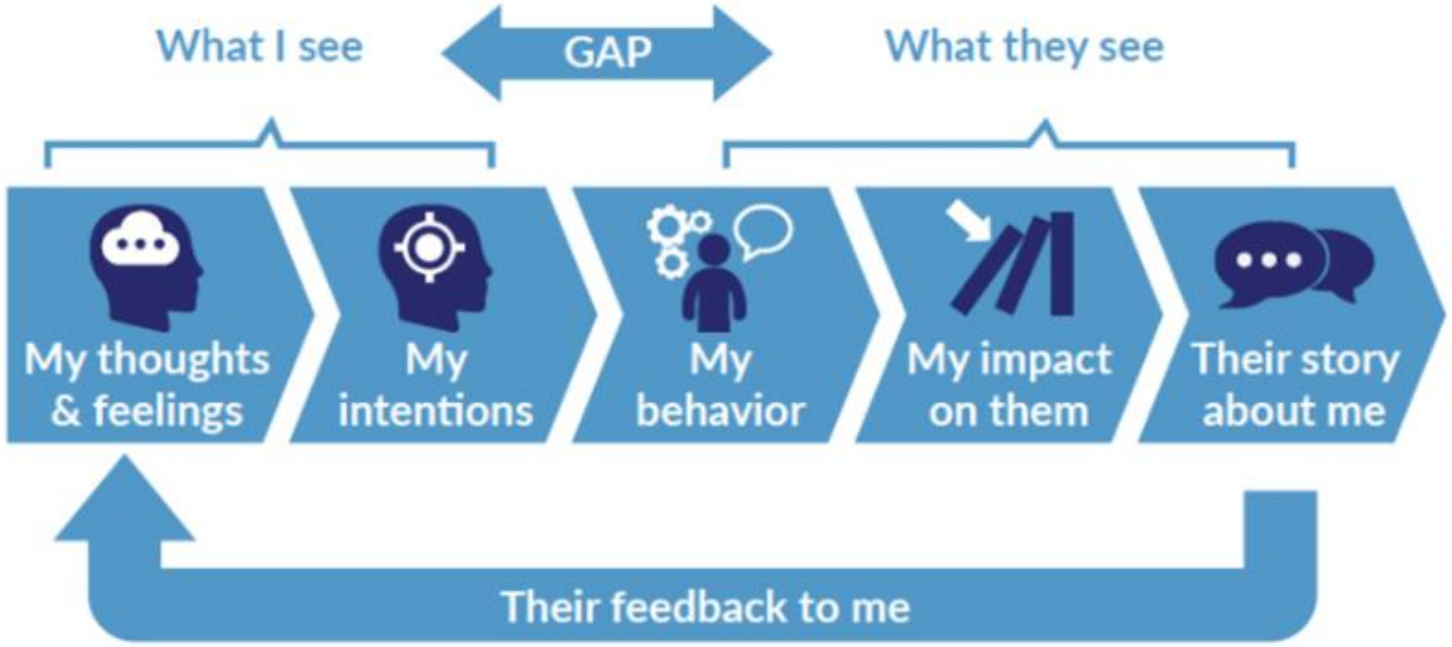
Group Sharing

What is challenging about offering feedback?

3 Barriers to Receiving Feedback



The Gap Map: Explaining the Truth Barrier



Truth Barrier: "The feedback is wrong, unfair or unhelpful"

Getting Indignant: Explaining the Relationship Barrier

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

The Gap Map: Explaining the Identity Barrier

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

The Relationship Ratio

5 : 1

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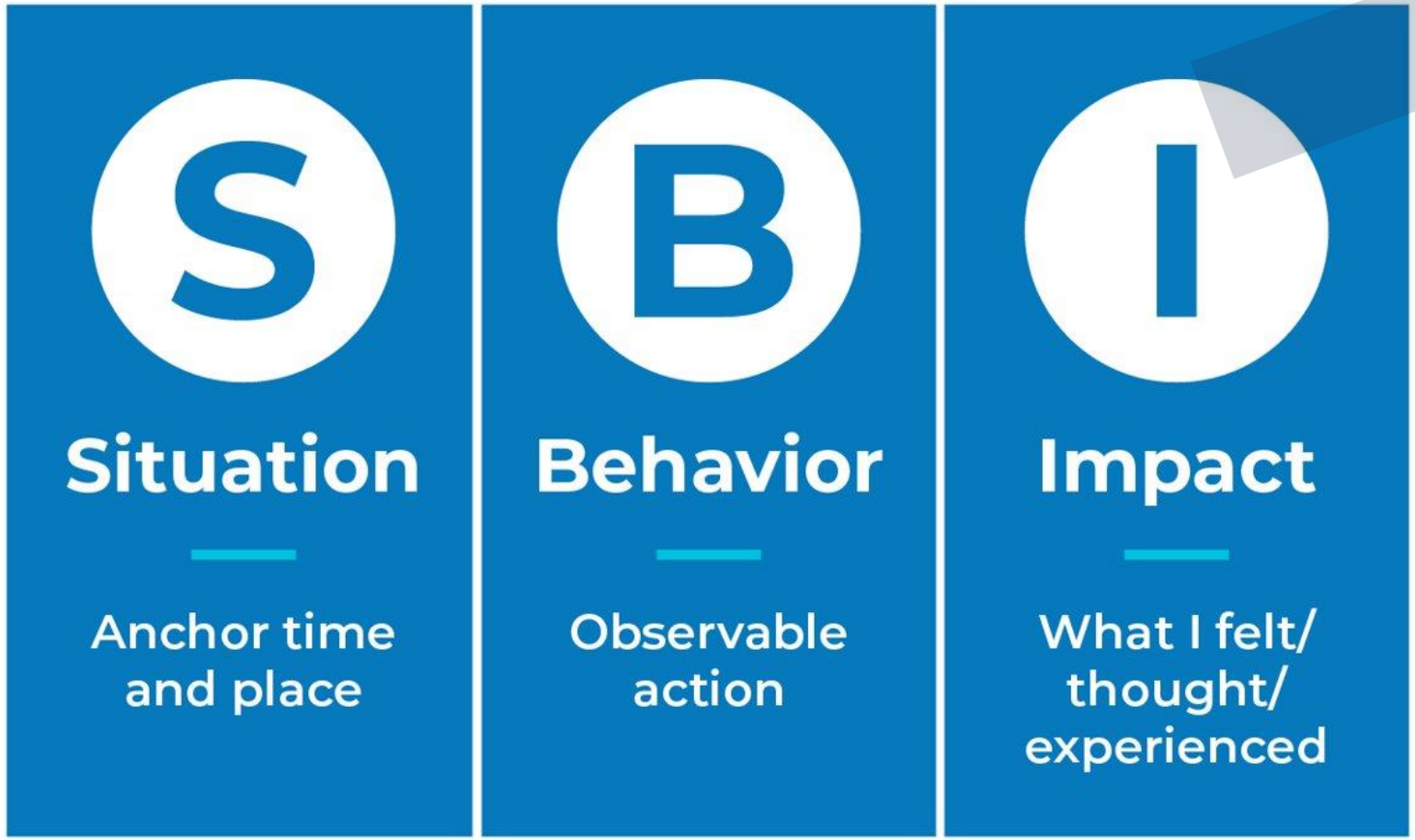
SBI Feedback



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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…

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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

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

SBI Feedback: Corrective

“Last Tuesday when you said that you don’t think it is important how we address this issue, 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.”

Sandwich Method of Giving Feedback

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Practice

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

Then, share with your partner or triad.

Defining Accountability

What is accountability?

Defining Accountability

What is accountability?

A willingness or obligation to accept **responsibility** for one's actions or tasks.

Accountability Conversations

1. The **Micro-YES**

2. **Data Point**
    1. Be Specific (saw/heard)
    2. Eliminate blur words

3. Show **Impact**

4. End on a **Question**

Practice

In your group, you'll have 1 of 2 roles:

- 1 person is the **speaker**
- 1 is the **employee/receiver**

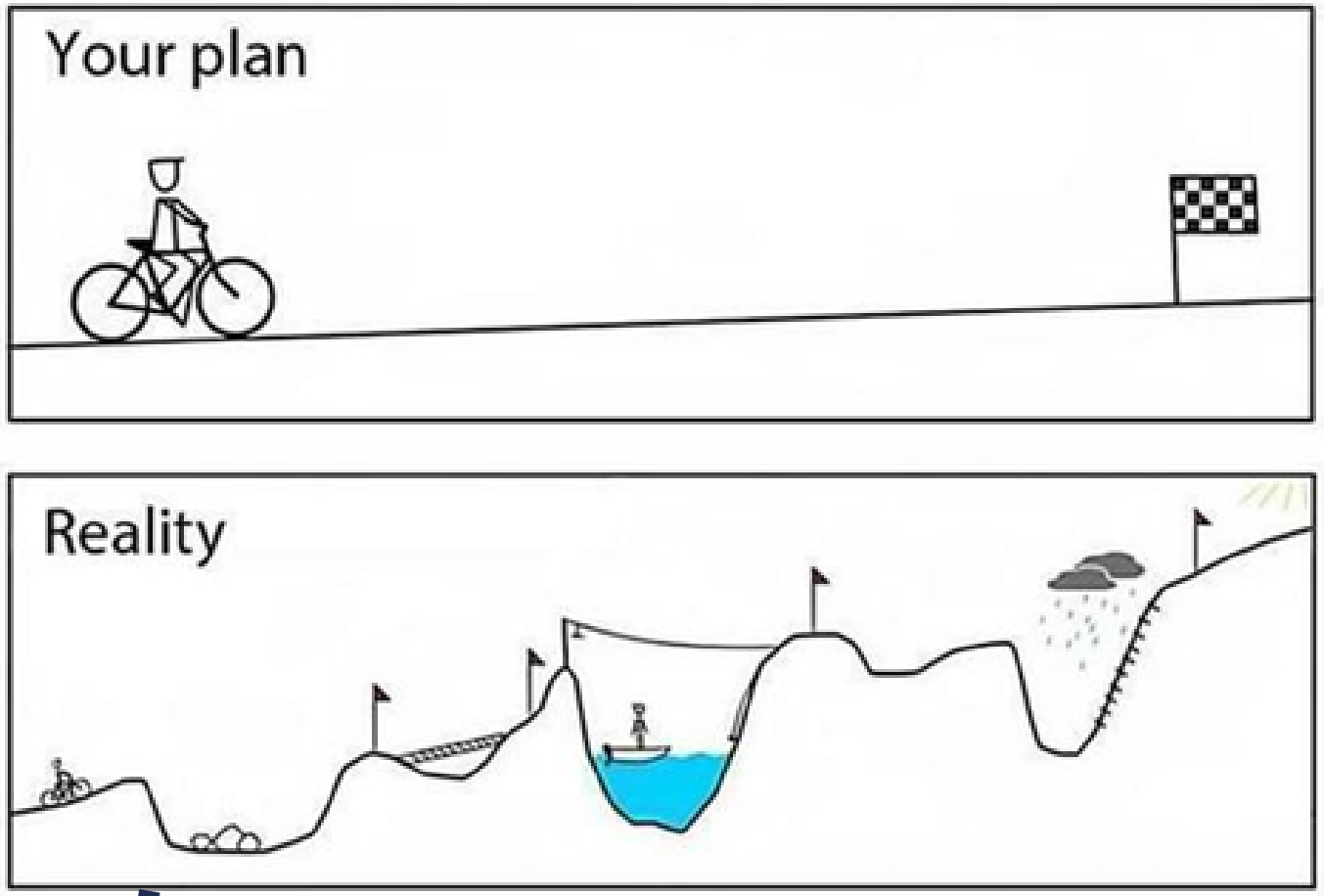
Choose from the 5 scenarios on your handout or YOUR unique situation.

Each round will be 8 minutes.

Commit

What will you commit to doing from this point on to create accountability on your team?

Look Familiar?



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Sample Leadership Missions

- My leadership is dedicated to helping foster and grow the next industry disruptors and creative innovators in interior design.
- Lead by example, encourage others to grow, and foster a culture of trust and excellence!
- To empower those I guide to excel in their current positions and succeed in our common goals through collaboration and versatility.

Feedback & DiSC

D

Fast-paced & Outspoken

i

Questioning & Skeptical

Accepting & Warm

C

Cautious & Reflective

S

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Feedback & DiSC

D

Fast-paced & Outspoken

i

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

C

Cautious & Reflective

S

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Action Items

- Give the feedback you identified you need to give and/or have the accountability conversation you need to have.

- Meet with your accountability partner to discuss both items, using the guided questions:
  - Based on The Secret to Giving Great Feedback – Ted Talk , 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 conversations go?
  - What did you learn about how you might approach it differently next time?

- Work on your Leadership Mission.

Questions?

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