

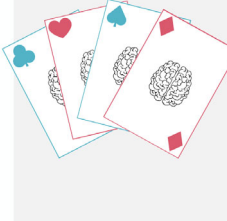



Feedback Skills Key Points

Tip: Bookmark or print this overview for easy reference. See Grid on page three. Add a calendar reminder to pull feedback regularly!

<p>Feedback Lab</p> <p>Brain-friendly ways to give, receive, and optimize any feedback message</p> 	<p>Today's topics</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; background-color: #FFD700; padding: 5px; text-align: center;">1 Receivable</div> <div style="border: 1px solid black; background-color: #D3D3D3; padding: 5px; text-align: center;">2 Actionable</div> <div style="border: 1px solid black; background-color: #D3D3D3; padding: 5px; text-align: center;">3 Balanced</div> </div>	<p>Make it receivable</p> <p>1a. Micro-yes</p> <ul style="list-style-type: none"> • Can we do a quick check-in on...? • Do you have some time to talk about...? • I have some feedback on... Can I share it with you?
<p>Make it receivable</p> <p>1b. Behavior (not person)</p> <p>✖ Talk about what they do, not who they are</p> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid #ccc; padding: 5px;"> <ol style="list-style-type: none"> 1. You are too sloppy. 2. You aren't realistic. 3. You were rude. 4. You are awesome. </div> <div style="font-size: 2em; margin: 0 10px;">⇒</div> <div style="border: 1px solid #ccc; padding: 5px;"> <ol style="list-style-type: none"> 1. Your email is too sloppy. 2. Your proposal isn't realistic. 3. Your tone is always unfriendly. 4. Your summary is awesome. </div> </div>	<p>Make it receivable</p> <p>1c. Deblur</p> <p>⇒ Find the blur words. Mentally <u>underline</u>!</p> <div style="border: 1px solid #ccc; padding: 5px;"> <ol style="list-style-type: none"> 1. Your email is too sloppy. 2. Your proposal isn't realistic. 3. Your tone is always unfriendly. 4. Your summary is awesome. </div>  <p><small>Source: Correll & Simard, 2016</small></p>	<p>Today's topics</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; background-color: #FFD700; padding: 5px; text-align: center;">1 Receivable</div> <div style="border: 1px solid black; background-color: #FFD700; padding: 5px; text-align: center;">2 Actionable</div> <div style="border: 1px solid black; background-color: #D3D3D3; padding: 5px; text-align: center;">3 Balanced</div> </div>
<p>Make it actionable</p> <p>2a. LifeLabs Playing Cards Method™</p> <div style="display: flex; align-items: center;"> <div style="margin-right: 20px;"> <p> CLUB: Blurry critique</p> <p> HEART: Blurry praise</p> <p> SPADE: Specific critique</p> <p> DIAMOND: Specific praise</p> </div>  </div>	<p>Make it actionable</p>  <p>✖ Do not pad! State critiques clearly.</p>	<p>Make it actionable</p> <p>2b. Impact statement</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <p>Specify behavior to repeat/diminish</p> <p>“ I noticed you gathered the data into a 1-pager and presented a list of actions to take. ”</p> </div> <div style="font-size: 2em; margin: 0 10px;">+</div> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <p>Add an impact statement</p> <p>It will make it much easier to make an efficient decision! ”</p> </div> </div> <p><small>Source: Langer, Blank, & Chanowitz, 1978</small></p>

Today's topics

1 ✓

Receivable

2 ✓

Actionable


3

Balanced

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Make it balanced

3a. Balanced viewing



✳️ **The takeaway:**

Notice what people do well + strengthen their strengths!

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Make it balanced

3b. Balanced dialogue

Ask

+

Tell

+

Ask

Micro-yes

+

Behavior + Impact

+

Questions


- What are your thoughts?
- How do you see it?
- How can you do it more / differently in the future?

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Make it balanced


3c. Balanced feedback culture

- Give feedback well
- Ask for feedback well
- Receive feedback well



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Have feedback? Use this:




Feedback Prep Grid			
<p>1. Micro-Yes</p> <ul style="list-style-type: none"> Micro-yes Micro-yes Micro-yes <p>Essential A:</p> <p>Micro-yes should be specific & clear. It should be an observation of what you did well on.</p> <p>Essential B:</p> <p>Micro-yes should be meaningful. It should be something you value.</p>	<p>2. Behavior</p> <ul style="list-style-type: none"> What did you do well on? What did you do well on? What did you do well on? <p>Essential A:</p> <p>Behavior should be specific & clear. It should be an observation of what you did well on.</p> <p>Essential B:</p> <p>Behavior should be meaningful. It should be something you value.</p>	<p>3. Impact statement</p> <ul style="list-style-type: none"> What was the impact? What was the impact? What was the impact? <p>Essential A:</p> <p>Impact statement should be specific & clear. It should be an observation of what you did well on.</p> <p>Essential B:</p> <p>Impact statement should be meaningful. It should be something you value.</p>	<p>4. Questions</p> <ul style="list-style-type: none"> What are your thoughts? How do you see it? How can you do it more / differently in the future? <p>Essential A:</p> <p>Questions should be specific & clear. It should be an observation of what you did well on.</p> <p>Essential B:</p> <p>Questions should be meaningful. It should be something you value.</p>

(You'll receive this grid and all key slides.)

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Your mission!



This week:

- Give a **diamond**.
- Pull** feedback.

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Feedback Prep Grid

1. Micro-Yes <ul style="list-style-type: none"> • Get buy-in • Reduce mystery / allow prep 	2. Behavior <ul style="list-style-type: none"> • Focus on behavior, not person • Deblur 	3. Impact statement <ul style="list-style-type: none"> • Why does this matter? • Who is affected by it? 	4. Question <ul style="list-style-type: none"> • Check how they see it • Agree to an action plan
EXAMPLE A: Do you have 10 minutes to talk about your last email to Jill?	I noticed you replied to her email three days after she sent it.	I mention it because she can't move forward without your reply, so it might delay her team.	What do you think our process should be moving forward?
EXAMPLE B: Can I share some thoughts with you about that meeting?	During the meeting you announced to everyone that there is a delayed schedule before letting me know.	I bring it up because we looked uncoordinated in front of our clients, which can impact their trust.	How do you see it? Can we agree to...?

