

# BUILDING A FEEDBACK CULTURE

## Session Summary and Handout

### What is Sharing and Learning from Feedback?

Tactfully dispenses direct and actionable feedback; is open and direct with others without being intimidating; deals head-on with people personal interactions and prickly situations.

### Creating the SUPPORTive Environment

- **Start** with Listening
- **Understand** the feelings of Employees
- **Point** our successes and give credit
- **Provide** positive communication
- **Offer** help and be a resource to your peers
- **Routinely** assume the best in everyone.
- **Take** a shared ownership in the job
- **SUPPORT-ing** each other is the key!

### SHARE your Feedback

- **SPEAK** positive intent
- State what you have seen or **HEARD** specifically
- **ACKNOWLEDGE** Impact YDO (You, Department, Organization)
- Allow time for the recipient to process and **RESPOND**
- **EVALUATE** and agree to action steps with recipient

### LEARNS from Feedback

- **LOOK** beyond the person
- **EARS** Open
- **ASK** questions
- **REQUEST** suggestions
- **NON-VERBALS** (watch)
- **STATE** what you will do next/now

### Improving our Skills at Giving and Receiving Feedback

To improve your proficiency, ask yourself the following questions on a regular basis:

- What is my plan to deal with a difficult situation to short-circuit a negative outcome?
- How can I say what I have to say more tactfully?
- Was I poised, calm, and unemotional in my last uncomfortable confrontation?

Feedback as a gift!

- Feedback is defined as communication (written or verbal) about an observable or measurable behavior given to encourage or extinguish future similar behavior.
- We want to focus on the situation, issue or behavior and not on the person themselves.

### Reflection and Application Ideas

- Think over the responsibilities surrounding your job. Identify three of your top priorities. Ask someone you trust to give you feedback on your performance surrounding those three priorities.
- Pick an opportunity to give feedback to an employee that has achieved superior commitment or other outstanding achievement
- Make one day a week for the next month your day to “receive feedback” from leaders, peers and others you trust. On this day, make a priority to listen and reflect on your behaviors or the environment surrounding you before reacting to any given situation.
- Create a log of your own performance to share with your supervisor. Use this area to capture any moments where you felt you were doing your best work or areas that you’d like additional feedback.
- Determine how you can improve your abilities at sharing your perspective to help others “get better” and incorporate it into your planning and organization daily. Focus on IMPACT YDO.