Effective Feedback
Tips and Tricks

HELP YOUR TEAM COMMUNICATE AND GROW

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Feedback is the number 1 driver of personal and professional growth

How can you help someone thrive?

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People are unique and focusing on their shortcomings doesn't enable learning; it impairs it.

Fish cant fly but they can swim

Prepare for it

Preparednesss leads to better conversations

Delivered in the right way, feedback is a very powerful way to develop. As the person giving feedback, make sure you have seen the situation from different angles and point of views and are self critical of any bias you may carry. Think about timing and location. Dont give tough messages in public settings and before a major work milestone. Your tone and body language will also play an important role in how messages are recieved so practice both.

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Avoid adjectives

Talk about the impact of the persons actions, not the person themselves. Instead of saying "you are a weak communicator", say "your communication style can be refined to make a better impact in client meetings"

Listen and Paraphrase

Keeping an open mind will help you understand the other persons perspective. Release your agenda, listen intently and paraphrase to make sure you understood their perspective

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Describe the behaviour and its impact, offer suggestions

Remember "YOUR way is not the ONLY way"

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Don't push
People Push Back

Present your point of view. If the other person is getting defensive or upset, back down. The idea is to help them not upset them. Maybe they arent ready, maybe you said something that triggered them, maybe they disagree.

Always give people the choice to accept or reject your feedback.

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Feedback Guide

Strengths based is a winning strategy

Research shows that getting attention to our strengths from others catalyzes learning. We learn most when someone else pays attention to what's working within us and asks us to cultivate it intelligently. Critical feedback on the other hand often triggers a 'fight or flight" response.

Being strengths based is looking for what people do well and then using that strength to overcome a weakness. "You are so good at analytics while everyone else struggles, why not teach that skill to your team and use the opportunity to build connections with people"

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When you encourage people to give and share feedback, it helps create a culture of feedback, which over time increases the strength and effectiveness of teams

Its Win-Win

CEO

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"We all need people that give us feedback.
Thats how we improve."

- Bill Gates

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Talk to us

about our 360 feedback tool and feedback workshops

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