



COACHING



Feedback Skills

Giving and
Receiving
Feedback

What is Feedback?

Information about reactions to a product, a person's performance of a task etc, which is used as a basis for improvement.

Wikipedia

Giving Feedback

- Feedback is key to helping people to develop their behaviour and improve their performance.
- Without feedback how do you know what to change and how to get better results next time.

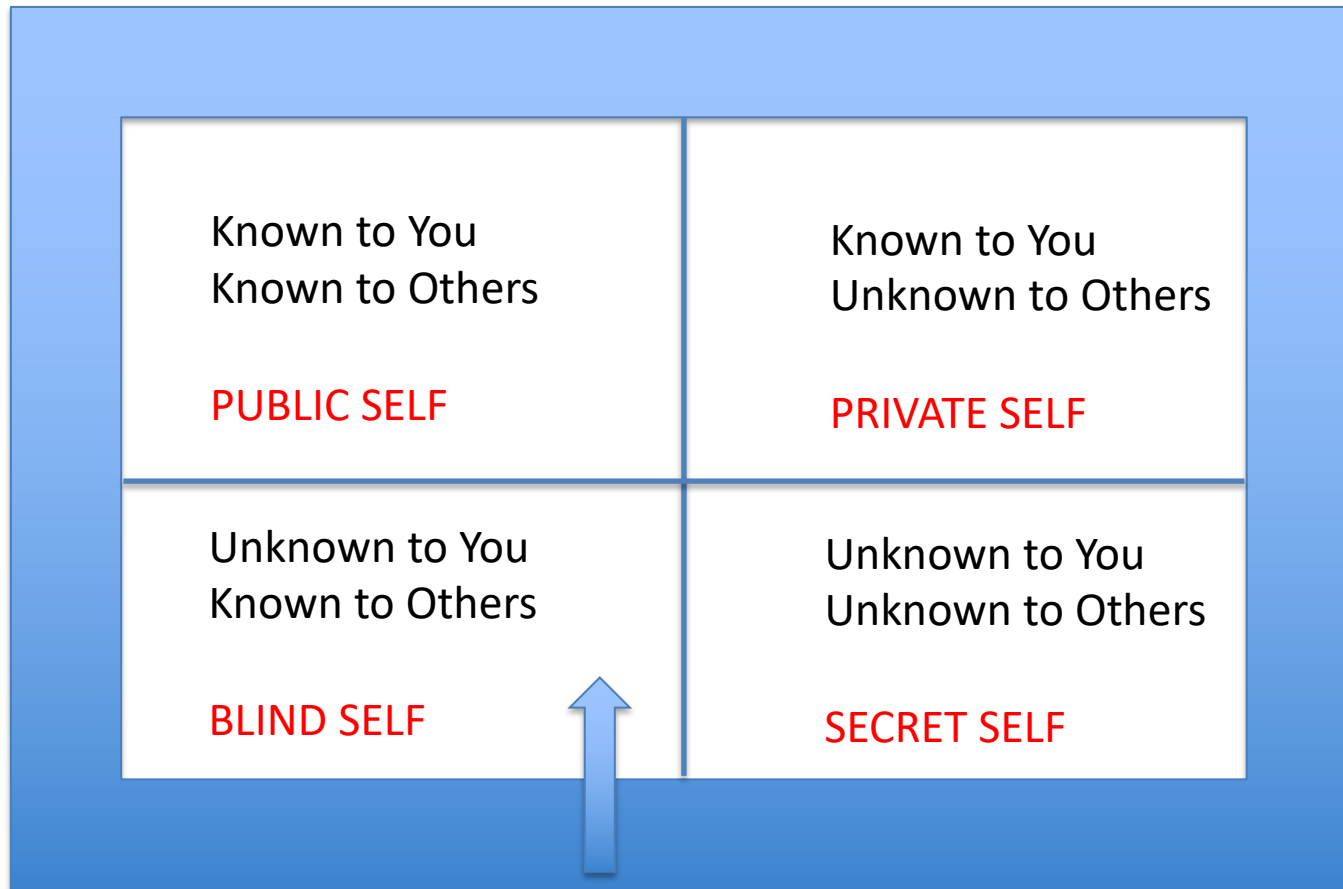
Giving Feedback

- How often do you give feedback to others?
- How effective is the feedback you provide?

Giving Feedback

- Feedback increases a person's awareness and knowledge of what to change and how to improve.

The Johari Window



Feedback and coaching help to raise self awareness and reduce "blind self":
Ref: Charles Handy, "Inside Organisations"

Giving Feedback

- A lack of feedback will keep people in the dark and guessing about how to improve their performance.

Giving Feedback

- So what stops you ??

Giving Feedback

- **The task of giving feedback does carry a degree of responsibility, and sometimes people avoid it, perhaps because :-**
 - they fear they might be judged by the quality of their feedback.
 - they feel they may upset the other person.
 - they simply don't know how to do it well.

Tips

- Provide information on what you saw –
 - their behaviours not their identity
- Provide what impact you believe this behaviour has
 - Remember this is your interpretation and may not necessarily be how others feel
- Be open to having a coaching conversation as to how they may do things differently in the future.
- Don't always just give negative feedback, practice giving detailed specific positive feedback.
- Have positive intentions and don't go out to criticise the person.

Tips

- Be mindful that not everyone likes to receive feedback and may have had negative experiences in the past, that mean they are nervous.
- You can't make someone action your feedback.
- Try using the word "observations" rather than "feedback".

Feedback Burger!



← Positive Feedback

← Constructive Feedback

← Positive Feedback

Feedback Modules

AID Model

Action – What the person did

Impact – The impact of that action

Do – what would you like the person to do now?

Tips

B.O.O.S.T.

Balanced – Keep it neutral, don't make judgements or rely on subjective impressions. Give descriptive accounts of both positive and unhelpful behaviour.

Owned – Use 'I' statements eg: when you did X, I experienced Y, that made me feel Z – use feedback to inform, not to advise.

Observed – Focus on what you see not what you believe. Rely on facts.

Specific – Focus on behaviour not personality, what they did or said. Keep it simple.

Timely and two way – Take a close interest make opportunity for discussion.

W3 Model

- W1 – What worked well?
- W2 – What did not work well?
- W3 – What could we do differently next time?

Benefits – Ensures best practice, motivated to change, don't lose sight of the good things.

Receiving Feedback

Requesting and Receiving Feedback

- How do others perceive you?
- Do you know how your colleagues, peers, managers would describe you?
- Does it really matter?

Requesting and Receiving Feedback

- How much feedback to you receive now and how useful is it?
- Do you actively seek it, welcome it, or manage to avoid it altogether?
- Do you get defensive and take it personally?

Receiving Feedback

- Solicit feedback and ask for feedback on specific behaviours or skills – eg: my ability to actively listen.
- Listen to what observations/feedback is being given.
- Be curious and ask questions for clarity.
- Say “Thank you”.
- Investigate how to make this change with your coach.

Receiving Feedback

One, almost all sustained desire change starts in the positive emotional attractor. So, if you want to give people negative feedback, fine. If you want to use constructive criticism, which is still criticism, fine, but know that you're operating in the negative emotional attractor. And know that, regardless of your intention, the person feels as if they're getting slammed, and it encourages defensiveness, if not outright activates it.

It's one of the reasons why people who try to lose weight, can't. It's a negatively framed goal, they'll never get there.

It's one of the reasons why treatment adherence in healthcare is so poor. 50% of people diagnosis type two Diabetics, almost worldwide, in terms of the studies I've seen, and results of orthopaedic surgery, whether it's an ankle, broken, or a knee replacement, 50% treatment adherence. People only do half of what their doctors tell them to do to get better.

Ref: Richard E. Boyatzis:00:54:22

..... And Finally

Please give me feedback about the usefulness of this session !!