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Feedback Skills Key Points

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

Feedback Lab

Brain-friendly ways to give, receive, and optimize any feedback message

Today's topics

1. Receivable
2. Actionable
3. Balanced

Make it receivable

1a. Micro-yes

- *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?*

Make it receivable

1b. Behavior *(not person)*

Talk about what they *do*, not who they *are*

1. *You are too sloppy.*	1. *Your email is too sloppy.*
2. *You aren't realistic.*	2. *Your proposal isn't realistic.*
3. *You were rude.*	3. *Your tone is always unfriendly.*
4. *You are awesome.*	4. *Your summary is awesome.*

Make it receivable

1c. Deblur

Find the blur words. Mentally underline!

1. *Your email is too sloppy.*
2. *Your proposal isn't realistic.*
3. *Your tone is always unfriendly.*
4. *Your summary is awesome.*

Source: Correll & Simard, 2016

Today's topics

1. Receivable
2. Actionable
3. Balanced

Make it actionable

2a. LifeLabs Playing Cards Method™

- **CLUB**: Blurry critique
- **HEART:** Blurry praise
- **SPADE**: Specific critique
- **DIAMOND**: Specific praise

Make it actionable

Do not pad! State critiques clearly.

Make it actionable

2b. Impact statement

Specify behavior to repeat/diminish		Add an impact statement
♦	*I noticed you gathered the data into a 1-pager and presented a list of actions to take.*	+ *It will make it much easier to make an efficient decision!*

Source: Langer, Blank, & Chanowitz, 1978

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Today's topics

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1 ✓	2 ✓	3
Receivable	Actionable	Balanced

Make it balanced

3a. Balanced viewing

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The takeaway:

Notice what people do well + strengthen their strengths!

Make it balanced

3b. Balanced dialogue

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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?

Make it balanced

3c. Balanced feedback culture

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

Have feedback? Use this:

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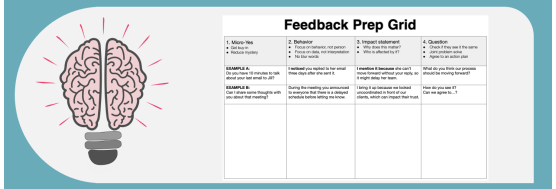

(You'll receive this grid and all key slides.)

Your mission!

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This week:

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

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Feedback Prep Grid

1. Micro-Yes • Get buy-in • Reduce mystery / allow prep	2. Behavior • Focus on behavior, not person • Deblur	3. Impact statement • Why does this matter? • Who is affected by it?	4. Question • 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…?