

Feedback Workshop



101

Why give feedback ?

- Most immediate way to have an impact on how people behave

My Promise

- “I want you to exit the room knowing that you can change the world with your words.”

The Change Game

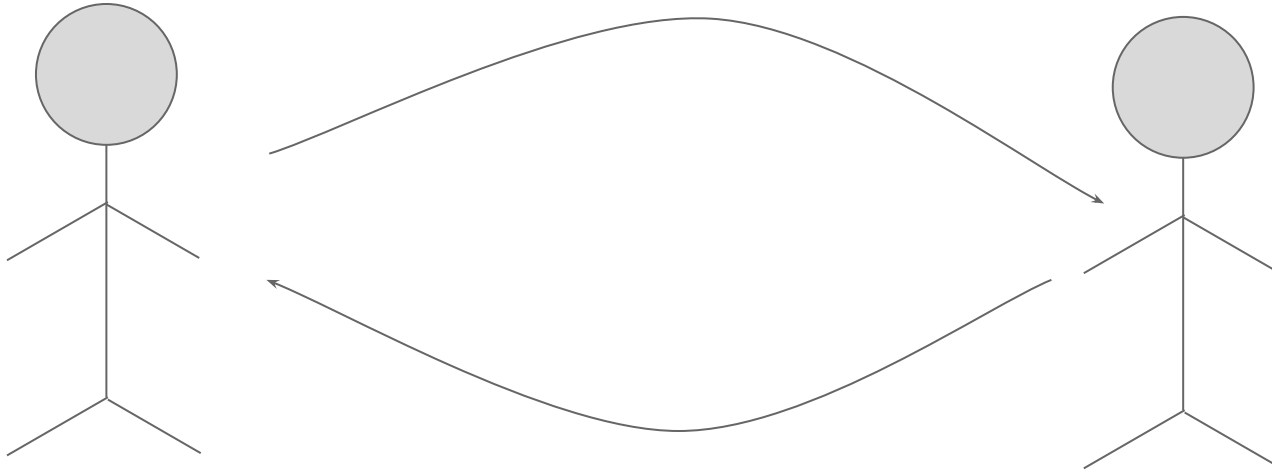
- Change is important, so let's make a simulation game about it!

The Change Game

Two Players

Rx
Receives feedback

Tx:
Gives feedback



The Change Game: Example Run

RX: has the Receiver sheet

wins if
configuratio
n is correct

1

Is my Configuration correct?



(answer in character)

TX: has the Master sheet

R	B	B	Y
G	R	Y	Y
B	G	R	Y
R	B	B	G

2

wins if he stays in
character

The Change Game: The feedback givers

Red: **Saboteur**

(wants to advance his own agenda)

Green: **No feedback**

(doesn't want to help)

Blue: **Helpful**

(wants to help you get your goal)

Yellow: **Cheerleader**

(only wants to please you)

Black: **Negative**

(sees only the bad, wants to tell you how to do things)

When to give feedback?

- Continuously!
 - Creates a feedback-neutral environment
 - It doesn't let the car go in to the stream

Principles of good feedback

- Precision
- Timeliness
- Applicability
- Neutrality
- IGNORABILITY (can't be a momentous speech, you have 1:1 for that)

How Many times do you give feedback?

- Feedback is difficult

How to give feedback

1. Can I give you feedback / Can we speak about what just happened / Can I share something with you?
 - a. MUST expect also a no
2. When you <do something>
 - a. You frame the behavior
3. This is what happens
 - a. Show the desired/undesired consequence
4. Conclusion
 - a. Please could you do more of that, that was great.
 - i. More precisely, (that saved us a lot of time)
 - b. Please would you do differently next time?

How to receive feedback

- Understand that the giver cares about something or someone.
 - Could be you
 - Could be the topic
 - Could be herself
 - It is VERY important to to use understanding listening in this case
- Understand that sometimes the feedback contains “I feel hurt of what you said,”

How **NOT** to give feedback?

- Ex: which Words?
- Ex: which concepts you should not express?