

Better Feedback for a Better K-C

Post Session Summary



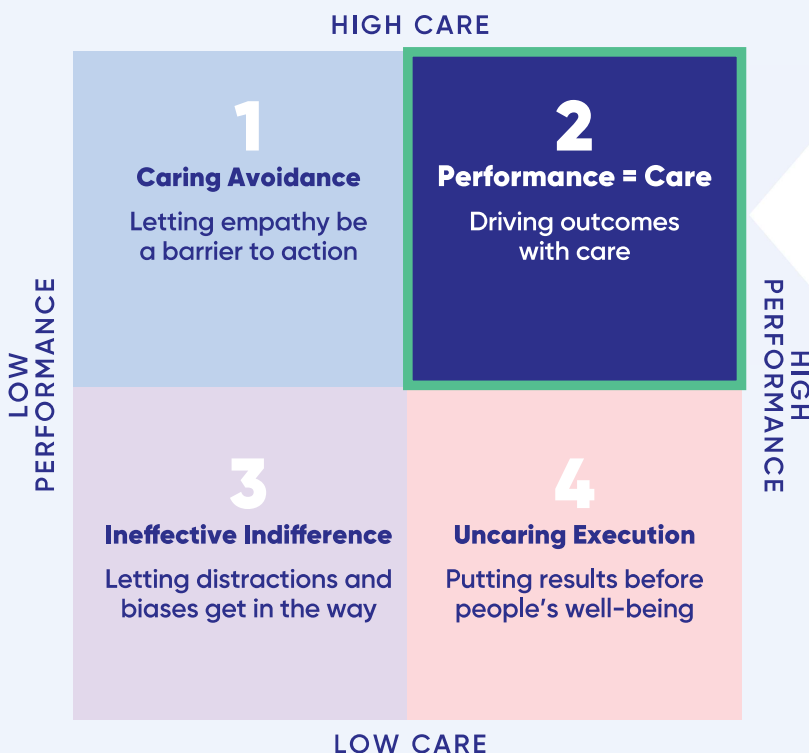
Giving and receiving feedback is a foundation for truly building a purpose-led, performance driven culture.

Both positive and negative feedback enables individual growth and development.

For many, **giving constructive feedback** can be challenging because we don't want to hurt others or ourselves.

Receiving constructive feedback can also be challenging because as social beings, negative feedback can trigger our threat response.

When presented with care, even the most difficult feedback can enhance connection and create a culture of performance and safety.



Giving and receiving feedback requires a mindset of driving both performance AND care.

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Using the 4 Qualities when Giving Feedback:

1 Be Here Now: Ground Yourself with Presence

- Clear the mental clutter: Put your phone away; close Outlook and/or Teams; take a few deep breaths
- Set your intentions for the conversation

2 Courage Over Comfort: Face Your Fears and Step Forward

- Name the fears you have regarding the conversation to help “tame” them
- Explore what’s motivating you to engage despite fear

3 Direct is Faster: Lean in with Candor

- Plan what you will say and how you will balance candor with care



Try not to say . . .	Try this instead . . .
“Do you mind if I give you some feedback?”	“I would like to have a conversation to share some feedback about X. Is this a good time and place for you?”
“I am going to tell you what you need to do.”	“I have specific observations to share, and I also want to understand your perspective.”
“Don’t worry or be upset by what I’m about to share with you.”	“My reason for sharing this information is to co-create a clear path forward. I want to see you succeed here.”
“In my opinion...”	“Here is what I observed...”
“Why did you say...”	“This may not have been your intent, but the impact was...”
“This is how I see it...”	“I want to understand the full picture, is there anything I should know?”
“Here is what I need you to do...”	“What are your thoughts on how to move forward from here?”
“Let me know how things go.”	“What support do you need from me and when can we commit to follow up?”

4 Clarity is Kindness: Close with Transparency

- Be open, be vulnerable, maintain the connection
- Ensure that both parties have clarity before leaving the conversation

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Using the 4 Qualities when Receiving Feedback:

1 Be Here Now: Ground Yourself with Presence

- Embrace a growth mindset, let go of assumptions and pre-conceived notions about feedback
- Regulate your nervous system by taking 3 deep breaths
- Clear away distractions
- Actively listen vs. preparing your response



2 Courage Over Comfort: Face Your Fears and Step Forward

- Engage with curiosity and be willing to face things that may be hard to hear
- Ask yourself: Can I recognize that fear is coming up for me versus acting or responding from it?

3 Direct is Faster: Lean in with Candor

- Recognize the care behind the candor
- Focus on outcomes and actions
- Look for the gift of the feedback: awareness of something you weren't aware of, upleveling of skills, an opportunity to improve team culture or relationships, greater clarity around a process or expectations

4 Clarity is Kindness: Close with Transparency

Ensure you have clarity before leaving the conversation:

- Ask what the intended outcomes are and how we will know the feedback is being addressed
- Clarify the requested shifts in behavior
- Share your understanding of next steps
- Requesting a follow-up conversation or check-in on progress

Advancing our Performance = Care Mindset



Team Challenge: Create a Feedback Culture on Your Team

Discuss and assess as a team:

- How good are we at giving and receiving feedback? Individually? As a group?
- What are we doing well? Where can we improve?

Clarify individual feedback styles:

- Have a conversation about how each team member prefers to receive feedback — frequency, method of communication, etc.

Flex your feedback muscles:

- Each team member commit to sharing 1 piece of development feedback in the next week. Practice giving and receiving feedback using the 4 qualities.

Reflect, re-evaluate and try again:

- Come back together as a group to discuss: How did we do? What did we learn? How can we continue to improve?