

# *Baby Got Feedback: How to Give and Take Feedback Like A Boss*

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# *Feedback, feedback, feedback to where you once belonged.\**

\*Basically the Beatles



My son got his report card today and academically he did well but his teacher wrote a note specifying “he needs to use kind words with friends”. I asked him about it and he said “My friends are dumb and they need to know”

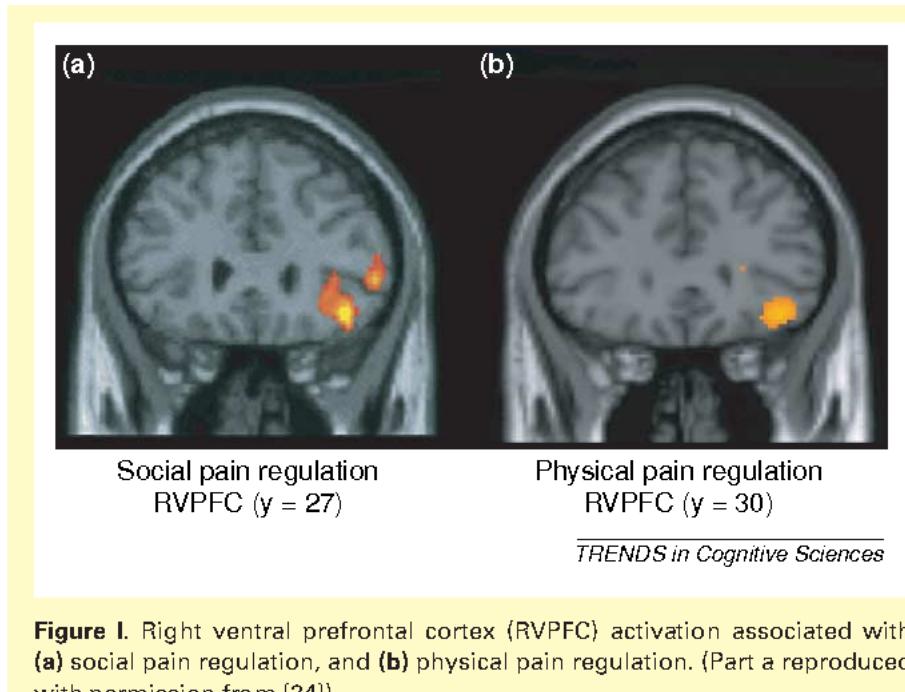
8:31 PM - 23 Mar 2018

106,481 Retweets 503,837 Likes

1.2K 106K 504K

*And I can't fight this feedback anymore,  
I've forgotten what I started fighting for.\**

\*Not Really REO Speedwagon



**Figure 1.** Right ventral prefrontal cortex (RVPFC) activation associated with (a) social pain regulation, and (b) physical pain regulation. (Part a reproduced with permission from [24])

*Feedback in black, I hit the sack,  
I've been too long, I'm glad to get feedback.\**

\*Not Actually AC/DC



Seek Feedback

*Feedback, with the force don't stop—  
don't stop 'til you get enough!\**

\*Manager Michael Jackson

## Specific; event-related

“How did I show up in that meeting?”

“Can you give me some feedback about that email?”

## General

“What could make me more successful in this role?”

“How can I/my team support you/your team better?”

*I got 99 problems and feedback's one.\**

\*Jay-Z j/k-ing

Molly Telford  
@mollytelfordMRX

Follow

Today's lesson about asking the right question to get meaningful data, brought to you by a 4 year old:

Me: Should I put a banana in your lunch today?

Him: Sure! They are healthy & I'm supposed to bring healthy food.

Me: Will you eat it?

Him: Definitely not. I don't like bananas.

10:19 AM - 3 Feb 2018

8,667 Retweets 29,935 Likes

155 8.7K 30K

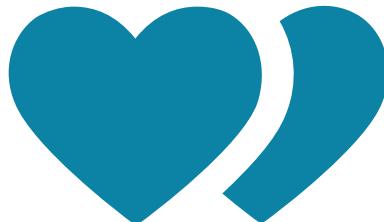
*Take a risk, take a chance, make a change, and  
give feedback.\**

\*Kinda Kelly Clarkson

Truth



Relationship



Identity



Shift from:

“That’s wrong!”

Shift to:

“Tell me more.”

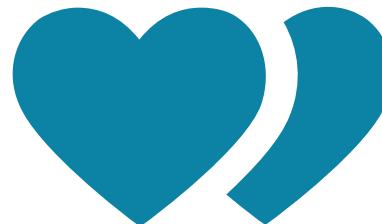
*Take a risk, take a chance, make a change, and  
give feedback.\**

\*Kinda Kelly Clarkson

Truth



Relationship



Identity



Shift from:

Shift to:

Who

Who and what

*Take a risk, take a chance, make a change, and  
give feedback.\**

\*Kinda Kelly Clarkson

Truth



Relationship



Identity



Shift from:

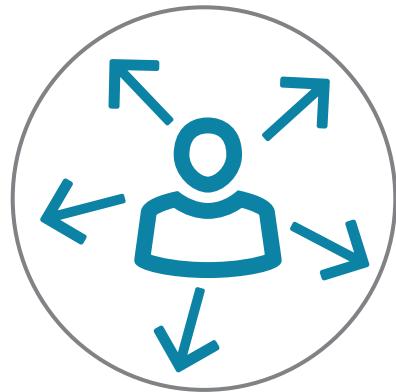
Shift to:

I suck!

I'm growing!

# *What's feedback got to do, got to do with it?*

\*Totally Tina Turner



## Give Feedback

*We are never ever ever giving feedback together.\**

\*Totally Taylor Swift

- 1** Talk face-to-face
- 2** Prime the feedback
- 3** No sandwich protocol
- 4** Make it timely
- 5** Focus on the SBI
- 6** Follow up when appropriate

# *Is this the real life? Is this just managing?\**

\*Quintessential Queen



# *Sometimes feedback don't feel like it should, Feedback hurts so good.\**

\*John Mellencamp Managing

Instead of: “*You were really rude yesterday.*”

Situation: During our conference call yesterday afternoon,

Behavior: I noticed you interrupted several of us on multiple occasions.

Impact: I was frustrated [*impact on me*] and I sense that others were also affected. I’m concerned those interruptions might get in the way of the team we’ve been building, and the comfort of everyone developing creative solutions [*impact on others/task*].

 TV  
PG

## FUNDAMENTALS

...  
Documentation  
Office Space  
Chair or desk chair



*Think about a situation where you need to give (or should have given) feedback.*



SITUATION



BEHAVIOR



IMPACT

Anchored in time and place; be specific

Observable action; only what you heard/saw

On you, others, task, or company

+ Positive Impact				- Negative Impact				
Amused Appreciated Bold Calm Capable Challenged Comforted Confident	Content Delighted Determined Engaged Excited Fearless Free Fulfilled	Glad Gratified Happy Honored Hopeful Inspired Intrigued Liked	Peaceful Powerful Proud Relieved Rewarded Safe Satisfied Welcome	Abandoned Agitated Ambivalent Angry Anxious Betrayed Confused Defeated Diminished Distracted Disturbed	Exasperated Fearful Flustered Foolish Frightened Frustrated Guilty Irritated Isolated Judged Left out	Nervous Odd Overwhelmed Pain Panicked Pressured Rejected Remorseful Restless Rushed Sad	Scared Shocked Startled Stressed Stupid Tense Threatened Tired Trapped Uneasy Worried	

*Don't stop be-leadin', hold onto that feelin'!*

\*Joking Journey

Slides:

[speakerdeck.com/thesarahhagan](https://speakerdeck.com/thesarahhagan)

Links to resources:

<https://github.com/thesarahhagan>