

NEW

LEADERSHIP SKILL: GIVING FEEDBACK

MY MINDSET: What do I believe about feedback?

What have I experienced in receiving feedback that has shaped my mindset?

What is an example of a time feedback helped you improve?

MY MOTIVE: What is my reason for delivering this feedback?

What self-related motivations can I identify?

How can I change my motive to one of helping someone else?

FEEDBACK IS A WAY OF HELPING SOMEONE DO BETTER.

MY MESSAGE: What do I need to say?

- I. **S**tate what you observed.
 - What is the person doing?
- II. **E**xplain the impact.
 - What about that isn't working?
 - What is the desired change?
- III. **E**ngage
 - What is the other person's perspective?

CH→AT

Courageous | Honest | Actionable | Timely

S **STATE** what you heard, saw or experienced

E **EXPLAIN** the impact of the observations on you and/or others

E **ENGAGE** in a conversation; ask questions

Feedback: it's kind; it's ongoing; it's direct; it's timely; and, above all, it's constructive.

Scott Case | Founder, Upside

