Feedback Training Questions 12/2/22

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Share with the group (9:05)

1. Describe a time when someone gave you helpful feedback
   1. My first annual review at Elliott Davis came at an interesting time because I was hired just a few months beforehand and hadn’t had much experience yet – but my director, Nicole, was honest and encouraging in her feedback during that meeting. She said I was catching on quickly and doing a good job so far, specifically when it came to Power BI, the app we’ve been using most for our analytics work. Since it was a new job I wasn’t sure how I was doing, but being able to have a feedback meeting early on was helpful.
   2. How did you feel in the moment?
      1. I felt nervous at first just because I hadn’t been in one of these meetings at this job yet, but as it went on became more comfortable and encouraged by what she said.
   3. How did it help you over time?
      1. She helped me relax and gain confidence by trying to solve a lot of different problems across projects with this application. In general I think only receiving positive feedback reminded me to take initiative and also ask for constructive criticism even if the other person doesn’t volunteer it.

Breakout Questions #1 (21:00)

1. Talk about a past boss, coach, coworker or teammate that you would have wanted to give feedback to.
   1. STATE what you heard, saw or experienced – Give a specific example.
      1. My second director at Elliott Davis tended to immediately ‘raise alarm bells’ if I brought up something that wasn’t working yet on a dashboard, or something I was making work was taking longer than expected. Meaning that he would immediately call me and try to micromanage me over a screen sharing session and fix it.
   2. EXPLAIN the impact on you and/or others.
      1. This made me more anxious than normal if I was having a difficult time on a new challenge, and caused more stress because I was putting unrealistic expectations on myself for everything to come easy right away even though they won’t. I started being less honest with him and censored more of what I said to avoid being micromanaged or dealing with his stress, and I would only bring up a challenge I was having if I already had a solution almost working. This also made me feel like I couldn’t be trusted to handle new challenges because my superior was attempting to do the work for me over a call.
   3. ENGAGE in a conversation – What question would you ask them after sharing your feedback?
      1. Does this make sense what I’m saying and how I feel?

Breakout Questions #2 (28:40)

(Using above example, Giver = me, Receiver = former director)

1. FEEDBACK GIVER: Pretend you are talking to a coworker you want to give feedback to.
   1. Tell them your desired outcome
      1. I would like for you to not immediately cold call me in alarm if I bring up a challenge I’m facing on a project.
   2. STATE what you heard, saw, experienced
      1. It causes me stress and anxiety when I’m honest about a challenge on a project and you call with alarm bells ringing, and then micromanaging the project over a screen sharing call. The calls tend to last longer than we like because they’re unscheduled, and it is difficult for me to focus on problem solving.
   3. EXPLAIN the impact on you and/or others
      1. It causes me to feel like I can’t be trusted with new challenges and have to have a superior try to do the work for me.
   4. ENGAGE in a conversation – Ask a question to check for understanding
      1. Can you say back to me the feedback I gave you, and does this make sense how your behavior impacted me?
2. FEEDBACK RECEIVER: Pretend you are the coworker receiving feedback.
   1. LISTEN and reflect on what you are hearing.
      1. This makes sense as other colleagues have informed me the same thing. I appreciate his taking the time to tell me directly instead of telling someone else to funnel to me.
   2. EXPRESS interest by asking for clarity or more info
      1. How does this make you feel? How can I best support you in new projects and challenges?
   3. THANK the person for the feedback
      1. Thank you for taking the time to give me feedback!