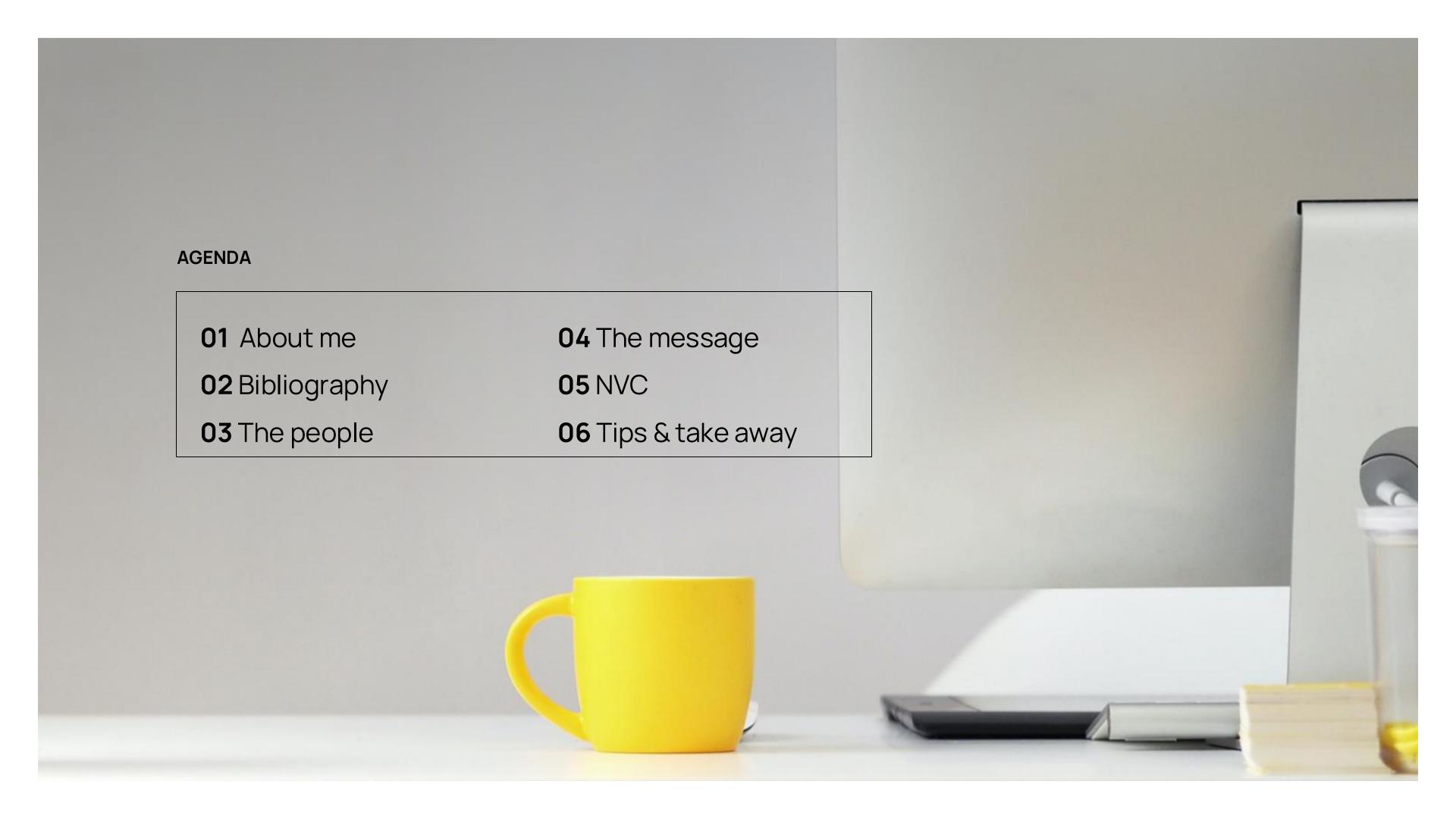
Feedback & non-violent communication/

Minor in Agile Management





About me NUCLIO DIGITAL SCHOOL



Gerardo Albornoz

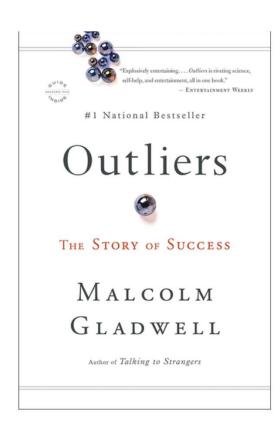
Product Owner in SCRM Lidl Digital Hub

I am a computer engineer specializing in Agile Product Management, overseeing a diverse range of projects and products including Mobile Applications, Bots, and Single Sign-On and now Digital Payment solutions. With a strong foundation as a developer, my career swiftly evolved towards leading development teams as a skilled Scrum Master, Project Manager, and Product Owner.

https://www.linkedin.com/in/gerardoalbornoz/

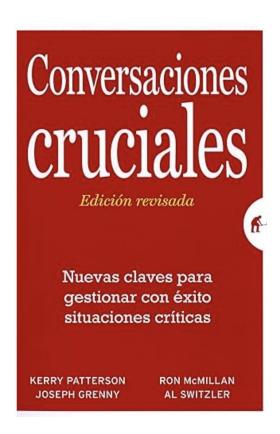
Recommended books NUCLIO DIGITAL SCHOOL

Books used in the session



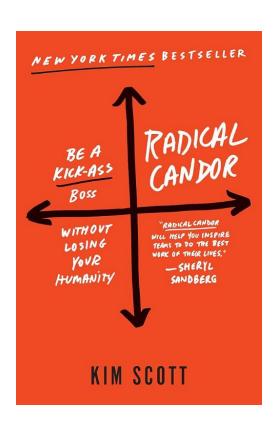
Outliers

Book about extraordinary people and facts. Chapter about the importance on culture and communication in companies (Air Korea case).



Crucial conversations

Explains step by step how to successfully manage a difficult conversation.

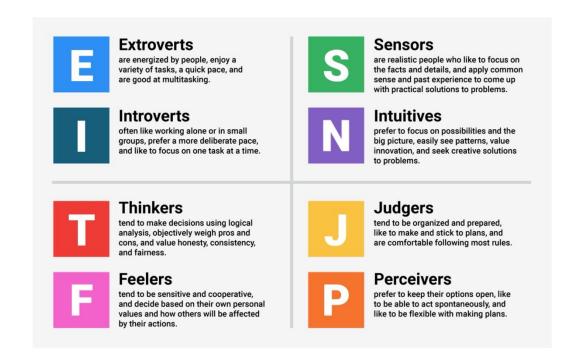


Radical Candor

How to give honest feedback and generate trust with your team.



The people NUCLIO DIGITAL SCHOOL





Understanding our differences

Companies use tools such as MBTI, DISC or BELBIN to understand better how to improve communication and performance between teams.

These tools can give you a better understanding of yourself and your teammates, with can leverage your impact as a leader.



Critics

Attacks the person, instead of the behavior



Siempre llegas tarde, eres un irresponsable

Eres **desordenado**

Judgement

Interpretation of the facts, it's subjective



Él/Ella no se toma nada en serio

Ella/él sólo quiere llamar la atención

Opinion

Personal perspective



Si no enviamos la agenda antes de la reunión, será un fracaso.

Consecuencias

- · Cortan la comunicación
- Disminuye la confianza
- Genera conflicto
- Menor posibilidad de éxito al cambio de comportamiento



NVC NUCLIO DIGITAL SCHOOL

By Marshall Rosenberg

Non-violent communication

SHARE YOUR OBSERVATION 1 o be a camera on the wall o share what you see, hear, remember avoid judgements avoid evaluations "When I see/hear [observation]..." **SHARE YOUR FEELINGS** o a feeling is a sensation or an emotion o a feeling is not a thought share the feeling in relation to the observation "When I see/hear [observation], I feel [feeling]..." **SHARE YOUR NEEDS** need or value not a preference share the need in relation to the observation "When I see/hear [observation], I feel [feeling], because I need [need]..." **SHARE YOUR REQUEST** o make a request, not a demand • the concrete action you would like taken o don't say what you don't want, but rather what you want "When I see/hear [observation], I feel [feeling], because I need [need]. Would you be willing to [request]"



Crucial conversations book take away NUCLIO DIGITAL SCHOOL

Intention

What do I want for me?
For the other person?
For the relationship

Build a Safe Space

By focusing on the same goal and keeping respect as core of the conversation

Facts

Talk about concrete facts, how they made you feel

Exploration

Aks for opinions with honesty, be genuinely curios about what the other person thinks and feels. You don't need to agree, just to understand.

Action

Concrete actions. What needs to change?



Tips & take away NUCLIO DIGITAL SCHOOL

TIPS & Q&A





Cuál es mi intención

Qué busco con este mensaje

Cuándo es el mejor momento Soy yo la persona indicada para darle el mensaje

Cuál es la forma más adecuada de que reciba este mensaje (Datosbased, emociones...)

Cuál es el mejor formato (Face 2 Face, chat, llamada..)

Cómo está la persona en ese momento (situaciones externas)

Intenta evitar...



Los absolutos (siempre, nunca...)

Etiquetas, adjetivos

Ataque a la persona



Tips & take away NUCLIO DIGITAL SCHOOL

Key take away

"Having a difficult conversation, is key to avoid conflict."

