

Constructive Feedback

- Uses facts in support of observations
- States the impact this had.
- Indicates what is preferable
- Discusses the consequences (negative and positive).

Destructive Feedback

- General comments, unsupported with specific examples
- Blames, undermines, belittles, finds fault and diminishes the recipient
- Gives no guidance for future behaviour
- Delivery is emotional, aggressive or insulting

 **fixed
mindset**

vs

 **growth
mindset**

I hate being
challenged

Challenges
help me grow

I can either do it
or not do it

My ability to
learn something
new is endless

When i'm
frustrated,
I give up

When i'm
frustrated,
I persevere



The benefits of asking for feedback

- It demonstrates maturity, ownership, and autonomy
- Asking for feedback increases confidence and productivity
- It creates **a culture of feedback** where feedback is embraced and welcomed
- It helps employees understand how their work contributes to larger goals
- It creates a **healthy dialogue and discussion**
- It can lead to increased **problem-solving and innovation**
- It reduces **white noise** and allows employees to focus on the most important tasks at hand

- It can help your teams reach the goals faster and more efficiently

5 steps for asking for feedback

1. Reflect on what you hope to gain

Most of the time, your goal will be to gain an accurate picture of what you're doing well and where you can improve. The goal is to walk away with actionable takeaways that you will implement.

You know feedback is valuable when you have a clear sense of something you will do differently. Or when you have insight into a destructive pattern that you had not been able to spot.

Productive feedback allows you to grow in your role. It also allows you to double down on your strengths, and create an easy-to-follow improvement plan.

2. Identify the right people to ask for feedback

3. Prepare the right questions

- **Open-ended questions.** This type of question requires more detailed answers, which you can use when you want to gather additional information or have a larger discussion around a certain topic. You can ask questions that help you better understand the context of the person's feedback and the impact your behavior is having.

What are specific ways I can better support our team's mission?

What do you think is currently working and not working with my time management?

Who should I be working with more closely on the team and across the company?

Which parts of my working and communication style concern you the most?

What steps can I take to prepare for the next project or next role?

Open-ended questions are great for seeking coaching advice, you can ask them of anyone in the organization who you aspire to be like or learn from.

- **Yes / No or rating-based questions.** This allows people to quickly give you a straightforward answer. You can use this type of question to quickly confirm an idea or validate a hunch.

For example: “Have I shown improvements in X?” or “Do you think I/we should take this course of action?” You can use this to evaluate ideas or options, and can also try weighting the answers.

For example, if 9 out of 10 say yes, the idea is probably worth pursuing. However, bear in mind these are closed questions that do not allow much room for interpretation or discussion. It’s probably best to use them only if you are looking for quick input.

- **4. Take notes on your feedback**
- **5. Graciously reflect and review**

If your goal is general, you can try a variation of this popular three-question approach:

- What one thing from this project should I do more of?
- What one thing from this project should I do less of?
- What one thing could have made it even better?

Use the following questions as inspiration for asking colleagues for feedback:

What are my strengths? How can I perform better in these areas?

- How do you feel about our level of interaction? Do you prefer more or less interaction? How would you like to see it change?
- In the past three to six months, how have I shown that I care about our team's well-being?
- What actions or efforts would you like to see from me in the next six months?
- Do you feel valued as a team member? How could I improve showing appreciation to you and the team?

- On a scale of 1-10, how effective do you find me as a communicator? Why?
- In what ways can I change or improve my communication with you and the team?
- What suggestions do you have to assist me in being the best (job title) I can be?
- What are ways I can make your job easier?

How to give feedback?

1. Appreciate what is good about that person's task
2. Then try to give constructive feedback that motivates the candidate

<https://www.youtube.com/watch?v=SMAQfUBuHx>