Creating a Culture of Feedback: Application Challenge

Activity Instructions – PART ONE

For this challenge, you will partner up with another FLEX team member and role-play two scenarios; for one scenario you will role-play the team leader while your partner role-plays the team member.  Then, for the second role-play, you will switch.  Each participant should provide feedback to the other after role-playing the leader.

Scenarios are listed below. Use the Giving Feedback Planner found in your 6 Critical Practice Workbook (page 63) to prepare your discussion.

This role-play session must be recorded through a Teams meeting. In your Leadership Coaching 1:1, you will review the recorded session and discuss feedback.

NOTE: The team member who records the meeting will receive an email with a Microsoft Streams link. This link is the recorded session. That team member will need to email the link to their partner.

After discussing the completing the assignment, be sure to answer the “Reflection Questions” in this document.

Feedback Scenarios

1. **Distracted (Dan or Denise):**  Dan is often distracted in team huddles and misses key information about goals and deadlines.  Many times, Dan will take initiative to complete projects but does so in a way that does not meet the qualifications outlined by the team.  This is causing distrust between Dan and his teammates.

Using the knowledge gained from FLEX plus your own experiences, engage in a conversation with Dan that you believe will strengthen a culture of feedback.

1. **High Potential (Hank or Holly):**  Hank, a high-potential team member, is someone you believe, with development could be a team leader.  Hank demonstrates proficient skills in all of the Core Competencies but has never led a team before.

Using the knowledge gained from FLEX plus your own experiences, engage in a conversation with Hank that you believe will strengthen a culture of feedback.

Activity Instructions – PART TWO

Now that you have organized these tasks, take some time to reflect on this experience.

1. What was the most valuable part of this assignment?

For me, it is knowing that our culture is so very critical to our business/who we are as a company, that it makes sense to level-set this expectation early-on (during on-boarding for example) - and then to continuously remind team members to recommit to giving/receiving feedback (during 1:1s, as situations arise, during daily group ceremonies, etc.)

1. What was the most difficult part of this assignment?

Digging in to find out the “Why” there is a disconnect, the “culprit / root cause” that started the need for feedback.

1. What are some questions you would like to explore to better understand the key concepts and approaches to creating a culture of feedback?

* Have you considered your location/space for the feedback session?
* How do I think the team member will react to this?
* How do I mitigate any “fall-out” and successfully continue to manage the relationship after the feedback is delivered?
* How does the team member like to receive feedback?