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Why This Topic?

- The workplace is changing dramatically.
- We are more connected by technology and less connected in meaningful conversation.
- People communicate and give feedback in different ways.
- Delivering and receiving feedback effectively takes specific skill and a particular mindset.
- Giving and receiving feedback with the right mindset impacts workplace culture positively.
- VUCA

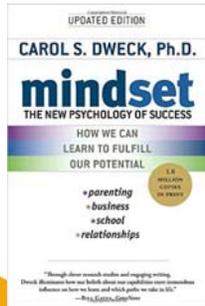
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Agenda

- What's Your Feedback Mindset?
- Communicating effectively
- Giving effective feedback
- Receiving feedback openly and objectively

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Relationship between Mindset and Feedback



Fixed Mindset

Growth Mindset

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Key Factor about Feedback

Whether delivering or receiving:

It is one opinion coming from another individual's unique perspective. It is up to you to consider it thoughtfully, compare it to other feedback and do something positive with it. It is impossible for us to see ourselves as others see us, but very important that we don't allow these blind spots to jeopardize wonderful opportunities.



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Why is Feedback so Important?

- Delivering feedback improves performance
- Delivering feedback develops self awareness
- Receiving feedback builds trust among team members
- Receiving feedback creates a collaborative work culture




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General Style Preferences

Traditionalists (born 1900-1946)
No news is good news

Baby Boomers (born 1946-1964)
Formally, once a year

Generation X (born 1965-1980)
Sorry to interrupt, but how am I doing?

Millennials/Gen Y (born 1981-1998)
Feedback whenever I want it at the push of a button.



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SELF AWARENESS REVIEW

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JoHari Window

	Known to Self	Unknown to Self
Known To Others	OPEN	BLIND
Unknown to Others	Hidden	Unknown

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EFFECTIVE FEEDBACK HAS STYLE

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Feedback Delivery Styles

Positive	Negative
<ul style="list-style-type: none">• Respectful• Sincere• Objective• Candid• Collaborative• Uses Active Listening• Constructive	<ul style="list-style-type: none">• Personally Attacks• Disrespectful• Patronizing• Defensive• Superficial• Uses Inactive Listening• Destructive



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Effective Feedback Also Requires

GOOD LISTENING SKILLS...



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How We Listen

- We speak at a rate of...
 - 125 words per minute
- We process at a rate of...
 - 500-600 words per minute

What does this mean?



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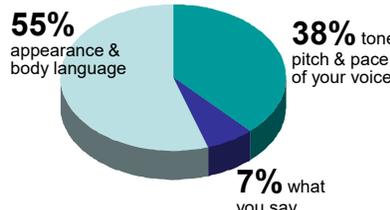
Practice Active Listening Skills

- Be open to what the other person is saying or offering
 - Be slow to judge, criticize or assume
 - Look on the other side of your perception
- Don't do anything to restrict the flow of ideas or communication
- Listen loudly



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How We Communicate



Category	Percentage
appearance & body language	55%
tone, pitch & pace of your voice	38%
what you say	7%



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So With This in Mind...

When delivering feedback:

- Convey **POSITIVE** intent 3:1, 5:1
- Refer to the **SITUATION** or **ISSUE**
- Describe the **BEHAVIOR**
- Describe the **CONSEQUENCES** of the behavior
- Be **COLLABORATIVE**
- Express **APPRECIATION**



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RECEIVING...

FEEDBACK GRACEFULLY

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It Takes Perspective

As you get to know yourself better, feedback will become less painful. You learn how to put it into a larger perspective and how to allow it to help you achieve your dreams.

--Jan B. King

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Your Feedback Triggers?

- Truth Triggers**
 - Do you react when someone offers feedback that seems unfair or untrue?
 - Ask for examples of what prompted the remark instead of getting defensive.
- Relationship Triggers**
 - What do you think of the person providing feedback? How do you feel she treats you?
 - Don't always rely on feedback from those you have a strong working relationship with.
- Identity Triggers**
 - How do you typically respond to feedback? How upset do you get?
 - Recognize your pattern. Instead of hearing it as criticism, consider it a learning opportunity.

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Receiving Guidelines

- Don't take it personally!
- Focus on the situation
- Keep an open mind
- Participate positively
- Show appreciation
- Listen actively



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You Are Ready for Feedback...

when you:

- want to know yourself as others see you.
- consider the perception of others as important.
- trust your co-workers enough to understand that giving you feedback is sincerely about your development.
- want to grow and develop professionally.



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Opportunities For Feedback

WHEN DOES OPPORTUNITY KNOCK?



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Not Getting Enough Feedback?
Ask for it!

- Learn to recognize feedback when you get it!
- Ask for feedback from anyone you work with.
- Be specific:
 - “What did I do well in the project meeting?”
 - “What could I do better next time?”
- Don't respond to critical feedback defensively.
- Devise a strategy for how to start a dialogue with your manager.



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Wrap Up

- Questions?
- Feedback?



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Thank You!

Loeb Leadership Development Group
www.loebleadership.com
info@loebleadership.com
(866) 987-4111