

Giving & Receiving
Feedback

Bitesize Workshop OMD EMEA

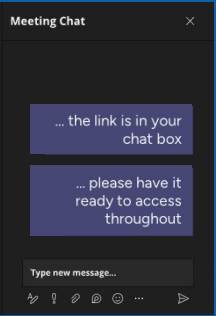
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before we begin...

Resources Page

All materials you'll need during the workshops

+ slides PDF



giving & receiving feedback

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before we begin...

Resources Page

+ extra resources for afterwards in:

Want more?



giving & receiving feedback

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before we begin...

If you need help with anything during the workshop...

hello@effectivelearning.co.uk

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In this workshop

- Giving feedback
- Receiving feedback
- Blind spot feedback
- Learning from mistakes

effective

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before we begin...

By the end of this workshop, you should be able to:

Give positive and constructive feedback professionally and with confidence	✓
Take feedback in a professional and helpful way	✓
Give blind spot feedback, if and when appropriate	✓
See mistakes as a feedback opportunity from which to learn	✓

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Giving Feedback

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giving feedback

Group Activity

Casework 1

Read the case, then discuss what feedback you would give to Jill, and how.

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Casework: Giving Feedback

Jill is the outstanding performer in her team, always hitting her targets. But because she is dedicated to her own success, she's not a great team player. She has never offered to help anyone in the team who is struggling; she sits on her own, and never joins in for a social chat or coffee break.

There is an internal Management Development Programme in the company, and Jill desperately wants to be a manager and get on the MDP - but to do that, she needs to be endorsed by her line manager: you.

Jill's Performance Review meeting is due tomorrow, and you've decided to provide some feedback.

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giving feedback

B O O S T

observed

specific

balanced

objective

timely

effective

giving & receiving feedback

11

giving feedback

S B I A

behaviour

alternative

situation

impact

effective

giving & receiving feedback

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false feedback


Private Feedback

effective

giving & receiving feedback

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false feedback



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Receiving Feedback

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receiving feedback

Group Activity




Casework 2

Read the text, and discuss what you would do to respond?

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 **Casework: Receiving Feedback**

Pradesh (who you call Pat) has worked in your team for 3 months.


You are having a Performance Review meeting with him, and it seems to be going well. As is standard in your Performance Review meetings, you ask Pradesh: "Is there anything you feel I could do better as your manager?"

Pradesh appears nervous, and you say: "go on, I can take it."

So Pradesh says: "OK. I really resent you calling me Pat. It's disrespectful to me and my background. Pradesh is not a difficult name to pronounce, and to me it seems you are either too lazy to bother learning and using my name, or just... insensitive or prejudiced"

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 **Casework: Receiving Feedback**

You are having a 1-1 Performance Review meeting with Alex, one of your team.

You ask Alex: "Is there anything you feel I could do better as your manager?" Alex appears nervous, and you say: "go on, I can take it."

So Alex says: "OK. When we're talking, you often interrupt me before I've finished, which makes it seem as though what you have to say is more important than letting me finish. And it's not just me - you do it to other people in team meetings too."

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receiving feedback

First...

...then...

...finally:

- 1 Stay calm
- 2 Focus
- 3 Stay quiet & listen

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receiving feedback

First... ...then... ...finally:

- 1 Acknowledge
- 2 Recap
- 3 Avoid C, D, E, J

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First... ...then... ...finally:

- 1 Clarify
- 2 Confirm
- 3 Do

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3 further points

- 1 Observe
- 2 Ask
- 3 Reflect

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Blind Spot Feedback

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blind spot feedback

2 types

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blind spot feedback


- 1 Don't know you are doing it
- 2 Don't know it's negative impact

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blind spot feedback

Group Activity



Do you know of anyone with such a blind spot – and if so, what is it?

Have you said anything – and if not, why not?

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blind spot feedback



Blind spots cannot self-correct

If not addressed – likely to continue

Choose your difficulty:

1. Confront (without being confrontational)
2. Live with the blind spot behaviour continuing


them

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blind spot feedback



Ask for such feedback

Pay attention to reactions

See it not as a criticism, but as a gift...

you

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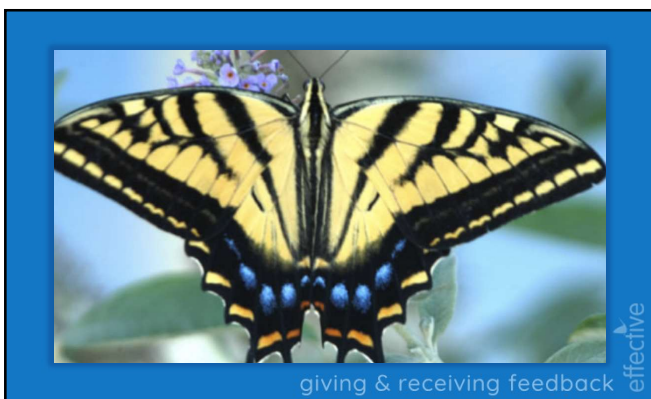
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Learning from Mistakes

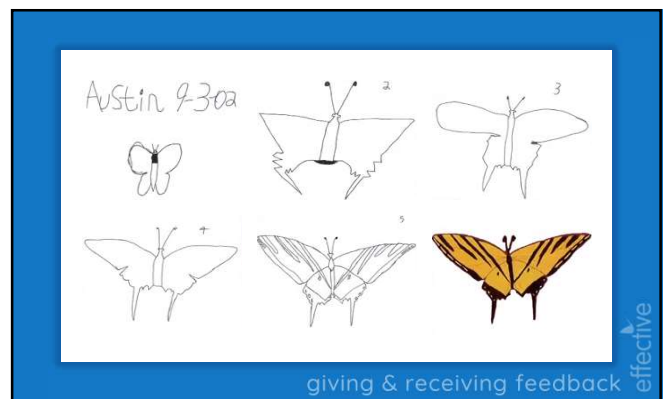
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learning from mistakes



Austin's Butterfly

Encouraging reflective feedback from others

- Asking probing questions
- Acknowledging

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learning from mistakes



I've missed more than 9,000 shots in my career...

...I've lost almost 300 games...

...and that's why I succeed.

...26 times I've been trusted to take the game winning shot - and missed...

...I've failed over and over and over again in my life...

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Learning from mistakes

<https://effective.vision>

for more quotes, visit

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No failure, only feedback.

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creating capable, confident & committed people

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In this workshop

- Giving feedback
- Receiving feedback
- Blind spot feedback
- Learning from mistakes

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Thank you!

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before we go...

Your feedback matters :)

... feedback form at the bottom of the resources page.

What did you like about the workshop?*

What would have made the workshop better?*

We'd love to share your comments... can we share them...

on our website?

on our social media?

Email*

First name

submit feedback

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