

Feedback for Success

College Edition



Facilitator Introduction

- Name XXX
- Background XXXXX



Introductions (OPTIONAL ICEBREAKER)

- Your name
- What would be the name of your platinum album?

What we will chat about...

- ① The Purpose of Feedback
- ② Feedback as a process
- ③ Triggers and Emotions
- ④ The Impact of Relationships
- ⑤ Maximizing Feedback
- ⑥ Succeed with Feedback



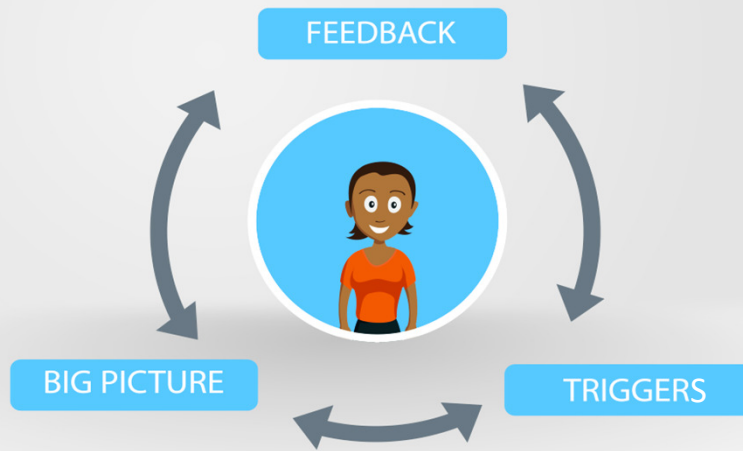
The Role of Feedback

Feedback allows us to understand how our actions create impact.

It's communicated with the underlying purpose of encouraging or discouraging our current and future actions.

It's another person's perspective on something related to us such as our behaviors, actions, or words.

Feedback is a Process



Types of Feedback

- Direct
- Indirect (subtle)
- Non-Verbal

Candy Inc. (Activity Option 1)

Process Narratives	
_____	✓
_____	✓
_____	✓



Debrief

- How did you react to the feedback?
- Was receiving a score constructive or distracting?
- How would you rate the person giving you the feedback?



Triggers & Emotions

Triggers: Provoke reactions from us

- (i.e.)
- People
 - Tones
 - Environments
 - Labels
 - Relationships
 - Words
 - Power




Emotions: Many kinds present many choices. A choice to allow one state, or way of being to consume us

“We all need people who will give us feedback. That’s how we improve.”

– **Bill Gates**

Sharing Positive Feedback (OPTIONAL SLIDE)





Feedback doesn't always have to be negative. Be sure to include positive feedback when and wherever you can. Positive feedback allows for the following:

-  Clarity on behavior that should be repeated
-  Increased mood levels which impact engagement
-  Examples of how to give others positive feedback

(OPTIONAL SLIDE INSTRUCTIONS): If time provides, feel free to share the importance of sharing positive feedback too.

NOTES: Positive feedback is just as critical to the feedback process as constructive or negative. It reinforces good habits and encourages people to continue working in constructive ways. Share with the class that no feedback doesn't = positive feedback. You need to go out of your way to provide information to others on things they do well. When we do, it helps others understand what they do well. There is usually a disproportionate exposure to negative information than positive. Keep in mind that the ratio of positive to negative feedback should put an emphasis on positive. People remember the bad more than the good. Share a personal example of how that has been true for you.

Tips on sharing Positive Feedback

-  Be specific
-  Share immediately
-  Explain the impact to the big picture
-  Be sure its all positive!

NOTES:

Be specific: Name exactly what it is that you are praising. If you use blanket statements, such as “this is great” it doesn’t provide enough explanation of what is exactly great. Share what you like so much. If you say “the writing on this project is great,” then the person knows what they should repeat next time.

Share immediately: It is HELPFUL to know what is going well, while it is actually happening. It provides clarity on the direction of a project and can be a motivational push! Sharing immediately will also create a habit for you as a feedback provider. Don’t procrastinate sharing the positive stuff! The more you do it, the better you’ll get at sharing the feedback.

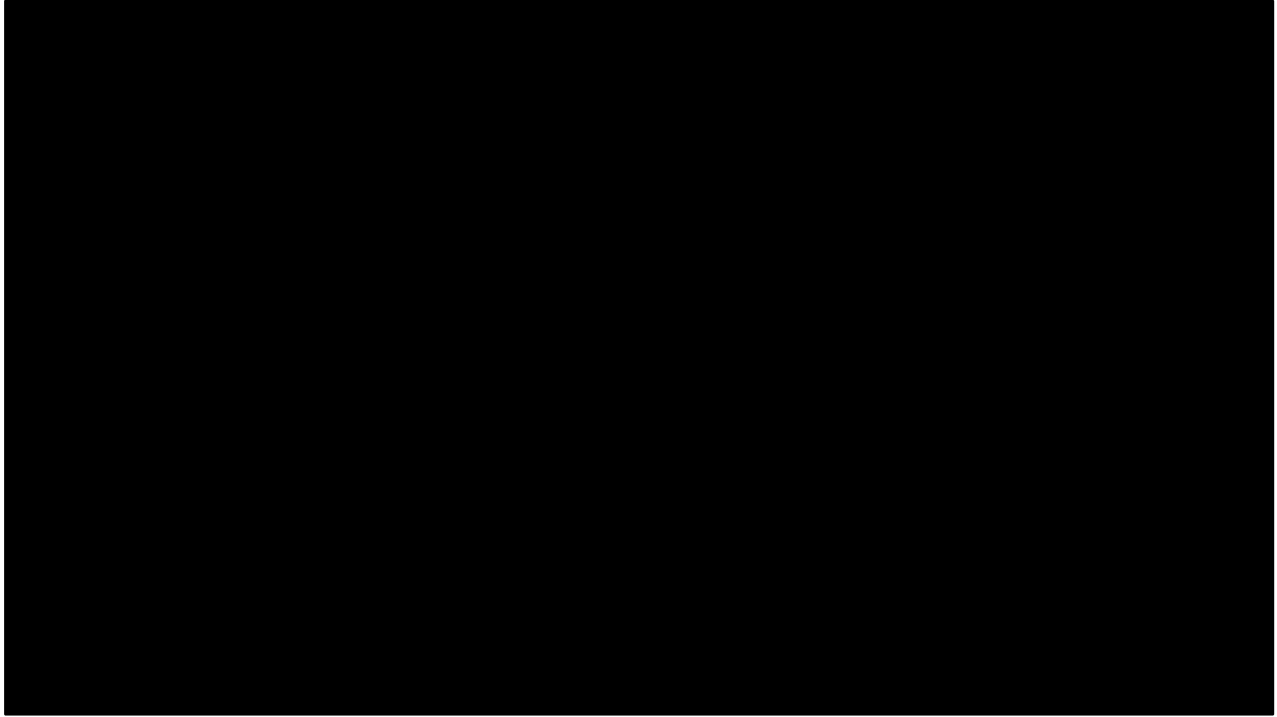
Explain the impact to the big picture: Sure telling someone that their work is excellent feels great, but in order to help others become better, explain how the work impacts the larger picture. It helps other learn. For example: “Your well written report allowed our team to be prepared for the board meeting.”

Be sure its all positive! Whenever we provide feedback, it is easy to get critical. If you

are going to share positive feedback, make sure its actually positive, all of it. No buts or exceptions. We hear negativity more than positivity, so don't taint your positive message with criticism!



What was the managers intention?



The Impact of Relationships

- How did your relationship impact the Candy Inc. exercise?
- How might it have changed Michael's experience in the boardroom?



Maximizing Feedback



Recognize the Feedback Type

- Subtle: Beating around the bush
- Direct: Obvious, example edits on a school paper, or 1:1 conversation with managers
- Non Verbal: Actions are telling
- None: Some managers will avoid the awkwardness or confrontation, you'll need to ask



Appreciate the Feedback

- Understanding the intention of the person giving the feedback
- Not taking it personal, putting things into perspective
- Recognize an opportunity to expand one's know-how to leverage and achieve positive results in the future
- Learning and growing to achieve your full potential



One Step Further

- Context and Big Picture – understanding context and the big picture of the results of the feedback
- Impact of your actions – Whether it be showing up on time builds consistency and responsibility or the attention to detail on the project will impact your grades
- **T.H.I.N.K**

Succeed with Feedback

- T** Thank the giver
- H** Hold comments
- I** Initiate clarifying questions
- N** Note action items
- K** Keep the big picture in mind!

T.H.I.N.K Cont'd...

- Gratitude is an effective way to absorb new information
- Take a beat! Holding your comments will allow you to get passed triggers or emotions
- We all communicate differently. Be sure to ask questions to understand more about the feedback you've received
 - Examples: Do you mean... | Can you tell me more about... | How can I do it differently?
- Write down actions you can take to improve the behavior. Have a growth attitude, feedback is meant to make you better
- Remember that the feedback is telling you about the big picture. There are others affected or rules for certain environments

Thank you!



Facilitator contact XXXX

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