



Feedback & Appreciation

Feedback

Feedback is an important communication tool, as it supports creating learning and self awareness, while helping the organisation to stay on track to meet its goals/intentions. By being open to feedback we can learn more about ourselves and each other, build better relationships, and bring our gifts more fully into the organisation, while creating a powerfully connective and aligned space in a team.

- ❖ Feedback can help us to become more aware of our gifts and strengths as well as our shadows and blind spots, and increases our curiosity of others and ourselves.
- ❖ The best feedback focuses on impacts, and gives a clear sense of how a person's actions impacted you or the situation.

Giving Feedback

- ❖ It is best to offer feedback sooner rather than later – little and often. This ensures the feedback is fresh and relevant and will avoid developing into a charge.
- ❖ Always ask if now is a good time to offer feedback. If not – arrange a short time in the near future which is mutually convenient.
- ❖ Share from an observational space, while noticing any assumptions that you are making about the situation – be curious, and ask how it was for the other person to receive, so that you can both enter into a discussion to explore together for mutual benefit.

Receiving Feedback

- ❖ When someone offers you feedback, it is critical to actively listen ([Reflective Listening](#)). Do not simply say, 'I hear you'. Summarise what they have said to check that you have heard (and interpreted!) them correctly. Seek and acknowledge any truth about your behaviour from which you can learn.
- ❖ Even if the feedback does not initially fit your experience, try it on for a moment, just like putting on a sweater, and take 30 seconds to move around in it, and see if it fits, just a little, or not at all. Just notice.
- ❖ Appreciate the time and energy it took for them to offer you feedback.

Emotional Charge

If you are truly offering feedback, it will be based on observation, without any emotional charge. Before you offer feedback, make certain your motivation is to share learning both for yourself and the other person.

If your motivation is to hurt, punish, or make the other person feel bad, that is not truly feedback. The desire to hurt is common in western culture, indicating a need for empathy and understanding. When charged emotions are present, it would be better to request a [Clearing Process](#).

Creating a Culture of Appreciation:

If you notice someone doing something well, share this with them as soon as you can. Be specific.

- ❖ "I love the way you welcomed our new team member, you were so friendly and smiling and they seemed to instantly relax and feel at home".

In some traditions our gifts and talents are believed to be shy and hidden. If they peep out but are not noticed or welcomed, they may go into hiding again. Giving positive feedback helps us to feel valued while creating more positive energy in the organisation's culture.

Secret of Giving Great Feedback

LeeAnn Renninger

Summary:

- ❖ The way that most people give their feedback actually isn't brain-friendly. People fall into one of two camps. Either:
 - they're of the camp that is very indirect and soft and the brain doesn't even recognize that feedback is being given or it's just simply confused, or
 - they fall into the other camp of being too direct, and with that, it tips the other person into the land of being defensive.

4 Part Feedback Formula

1st part — the micro-yes:

- ★ Begin feedback by asking a question that is short but important.
 - ✓ ie: "Do you have 5 minutes to talk about how that last conversation went?"
 - ✓ It lets the brain know that feedback is actually coming = a pacing tool, while ensuring buy-in / feeling of autonomy.

2nd part — giving your data point:

- ★ Name specifically what you saw or heard, and cut out any words that aren't objective.
 - ✓ Specificity is also important when it comes to positive feedback, and the reason for that is that we want to be able to specify exactly what we want the other person to increase or diminish.

3rd part — the impact statement:

- ★ Name exactly how that data point impacted you.
 - ✓ It gives you a sense of purpose and meaning and logic between the points, which is something the brain really craves.

4th part — A Question:

- ★ Wrap their feedback message with a question to create commitment rather than just compliance.
 - ✓ It makes the conversation no longer be a monologue, but rather becomes a joint problem-solving situation.

These 4 parts can be mixed & matched to make it work for any difficult conversation.

