

Giving Feedback

Growth feedback = I want to inspire you to **change** your behavior

Recognition = I want to inspire you to **repeat** your behavior

F.B.I. – a sentence with 3 components

F = Feeling (How did this person's behavior make you feel?)

B = Behavior (What was the specific behavior that made you feel this way?)

I = Impact (What is the greater impact of that person's behavior?)

Example – I feel not heard when you're on your phone and I am sharing something that happened to me today and the impact is, it makes me not want to share anymore.

Feedback Tips:

Timing: Use the 24-hour rule. Consistency builds trust and if you're able to address something within 24 hours, the person will see that and trust you. The longer we wait, the easier it is for the individual to lose trust.

Method: 90% of communication is body language/tone of voice so when giving feedback, it is ideal to do it face to face. If you have to, video chat is the next best thing. When you email/text feedback (especially critical) it can be misconstrued which can cause more havoc.

Delivery: When giving feedback it is important to do it one on one. If giving feedback in a team setting, make sure your team knows feedback is coming so they are not blindsided.

Setup: Try to skip small talk when giving feedback. Also, if you cannot give feedback right away, tell them when the feedback session is and tell them it is a feedback session. This will help put their mind to ease.