

GIVING CORRECTIVE & PERFORMANCE FEEDBACK

Strategies.

1. Give a self-assessment for strengths and areas of growth
2. Identify where I fall on the feedback-giving scale
3. No surprises
4. Create an action and follow up plan
5. Ask for feedback myself and model how to receive it

Steps in the corrective feedback conversation:

- a. Get clear on the issue. Imagine the cost of *not* bringing up the topic. Then practice.
- b. Share the concrete facts and *why* it's an issue.
- c. Invite their perspective and thoughts. Be curious.
- d. Create solutions together (write them down) and schedule a follow up time.
- e. Express gratitude.

What conversations could I be having to increase the effectiveness of my team? With whom? When will I have them? Common conversations include attitude, communication, accountability, timeliness and engagement.

Design a *strengths and areas-for-growth assessment* for my team. What are the questions? How frequently will I circle back?

You've seen how people are more open to feedback if they have self-identified their areas for growth. How might I help my team or boss to identify personal goals regarding hard and soft skills?

"Feedback is the breakfast of champions." Ken Blanchard