

# Giving Feedback

Management Essentials: Module IV

Matthew Richter  
The Thiagi Group



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## SOUND CHECK

ONCE YOU ENTER THE CONFERENCE, PLEASE CHECK YOUR AUDIO.

MAKE SURE YOU ARE UNMUTED.

TALK TO ME.

WHEN NOT TALKING MUTE YOURSELF... BUT REMEMBER TO UNMUTE WHEN TALKING.



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## RECORDING



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GoToTraining Control Panel

Attendees: 2 out of 52

Names - Alphabetically

- Matthew Richter - Organizer, Presenter
- John Doe - Me

Audio

Use:  Telephone  
 Mic & Speakers

Dial: +1 (510) 365-3332  
 Access Code: 545-883-676  
 Audio PIN: 49

If you're already on the call, press #49 now.  
[Troubleshoot audio](#)

Talking: Matthew Richter

Minicams

- Management Duties Updated...\_cd 3MB

Chat

Type message here

To: All - Entire Audience  Send

Screenshot Views  
 Training ID: 813-458-620

GoToTraining

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# What is Feedback?

Excellent at juggling multiple job duties

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# Feedback is...

Reflected information about past performance or behavior.

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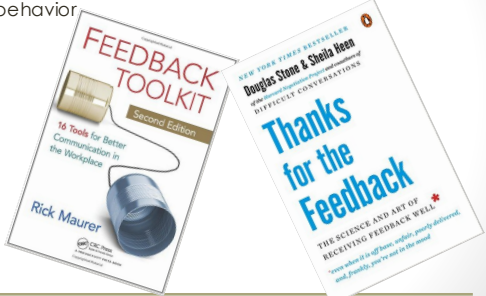
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## Some new thoughts add in...

Any information that also directs future performance or behavior



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## Why Give Feedback?

## Is It Truly Necessary?

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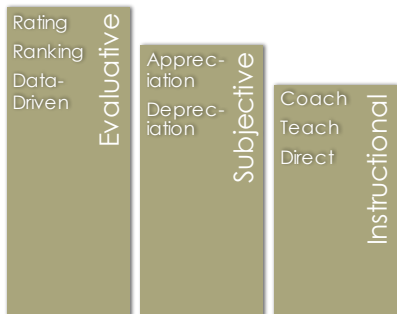
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## Types of Feedback



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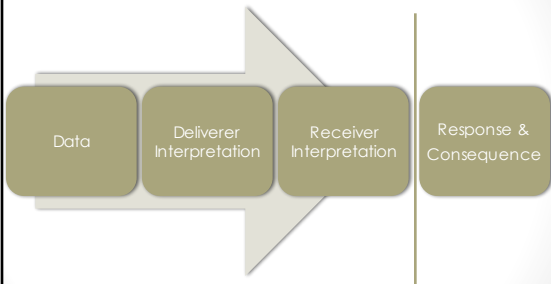
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## The Way Feedback Works



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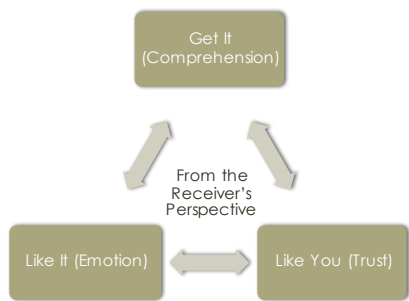
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## Feedback Fails When I Don't...



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## Why Else Does Feedback Fail?

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Selflessness	• A concern for others' well being. A focus on the support and development of others. A lack of personal agenda that seemingly dictate behavior. A belief that the person has your best interest at heart.
Predictability	• That one's actions fit a pattern. That one's actions are reliable. That one's actions are dependable. That one will do what one espouses. That one will behave the same way, given the same situation.
Authenticity	• That one is credible. That one has authority to speak. That one has perceived integrity. That I can believe what that person says is true.
Relatedness	• That there is a level of intimacy between parties. That there is a positive relationship that fosters the other four factors.
Know-How	• That one has the capability and capacity to complete a task.

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## Feedback

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## Prepare Your Feedback

- ❖ What is the stimulus for your feedback? What made you want to deliver feedback?
- ❖ What type of feedback is it? (Subjective, Evaluative, Instructional)
- ❖ Is the feedback going to enable the employee to succeed? Or, is it merely an irritant you want to change?
- ❖ Do you have data?

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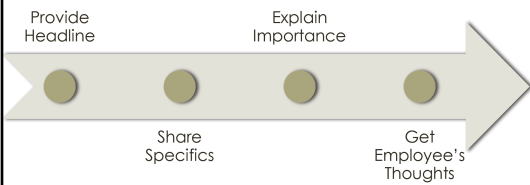
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# Delivering Feedback



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# Examples:

PROCESS	DESCRIPTION	EXAMPLE
<b>Provide Headline</b>	What is the primary reason for the feedback? It may be a situation, issue or scenario you want to highlight.	<ul style="list-style-type: none"> <li>+ I want to catch up with you regarding the project status meeting you ran yesterday.</li> <li>- Do you recall the conversation we had with the team regarding the product roadmap last week?</li> </ul>
<b>Share Specifics</b>	Provide detail on the specifics surrounding the event.	<ul style="list-style-type: none"> <li>+ I thought you did a great job describing the details on the new features. You were very articulate about the idea and you engaged people.</li> <li>- I noticed that many people in the room had different ideas and timelines. I think there might have been an opportunity to address their concerns more directly. (Coaching opportunity here!!!)</li> </ul>

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PROCESS	DESCRIPTION	EXAMPLE
<b>Explain the Importance</b>	Describe the impact, importance, or value	<ul style="list-style-type: none"> <li>+ I believe it is critically important that we keep our team engaged on these features. When everyone feels engaged, morale and productivity go up.</li> <li>- There is a lot of value in harnessing the different opinions in the room. Without these different opinions we may end up with a one-dimensional view of the roadmap and we may miss something important. Team members and/or our client may become frustrated if they don't feel heard.</li> </ul>
<b>Get Employee's Thoughts and/or Commitment</b>	Ask your employee her thoughts on the topic. Encourage her to reflect and get a sense of commitment to move forward addressing the feedback. Always offer your support.	<ul style="list-style-type: none"> <li>+ How did you feel after the meeting? Of the things that went well, what will you continue to do next time?</li> <li>- What were your reflections after the meeting? Did you notice the different opinions? How might you think about this moving forward? Let me know if I can support you in anyway.</li> </ul>

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# Now, Do Something



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# Practice



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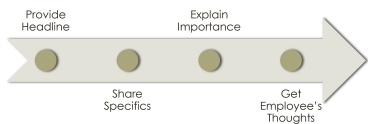
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# Try It Out

1. Think of someone for whom you want to deliver feedback
2. Following the feedback delivery process below, construct a piece of feedback
3. Get ready for me to call on you to share



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## Meet Petra

36 years old. Senior Engineer on your team

She is very organized, but tends to be late with delivery.

The late deliveries are attributed to a desire for perfection, rather than shoddy work or laziness.

She can micro-manage projects, sometimes annoying team members.

We can't tell if she is satisfied working here. Never smiles. But we're not sure if she ever did.

Petra's quality is good... as mentioned, it is timing.



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Now...

## What About Bob?



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## Press Conference

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# HOMEWORK



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