

TRACY SANSON 

Feedback

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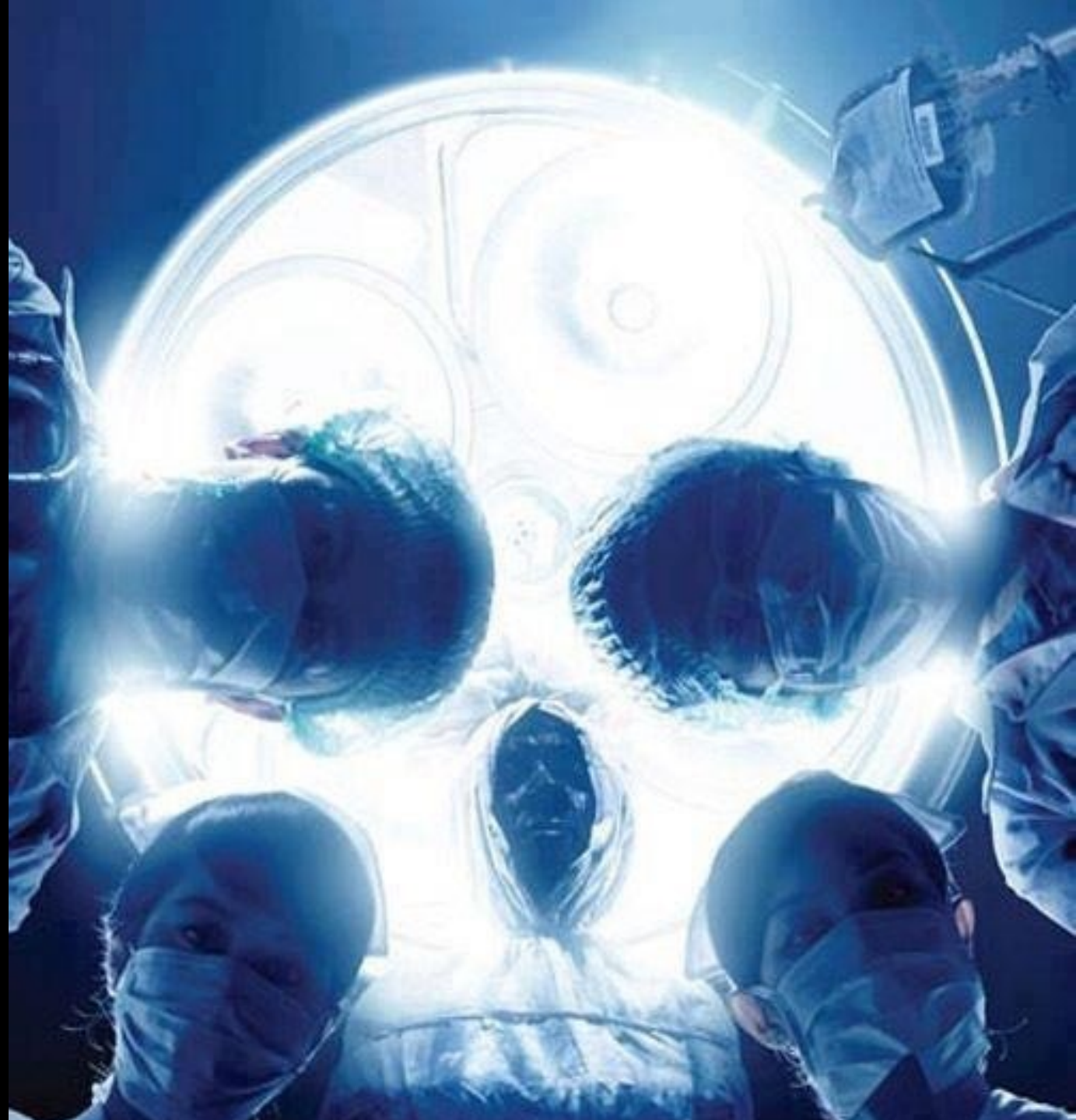




Why yes, I'm a bit stressed.

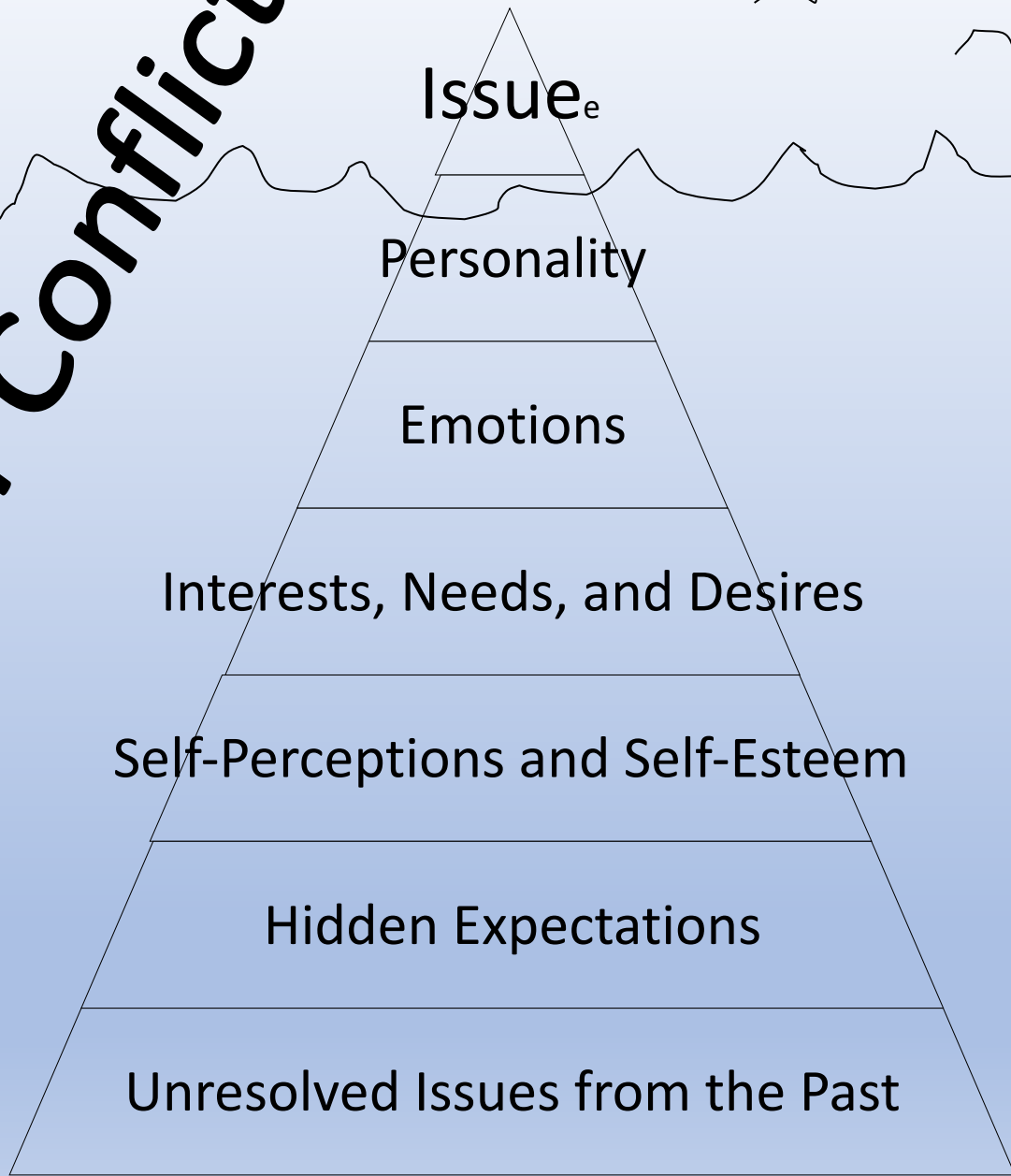


Look at me!





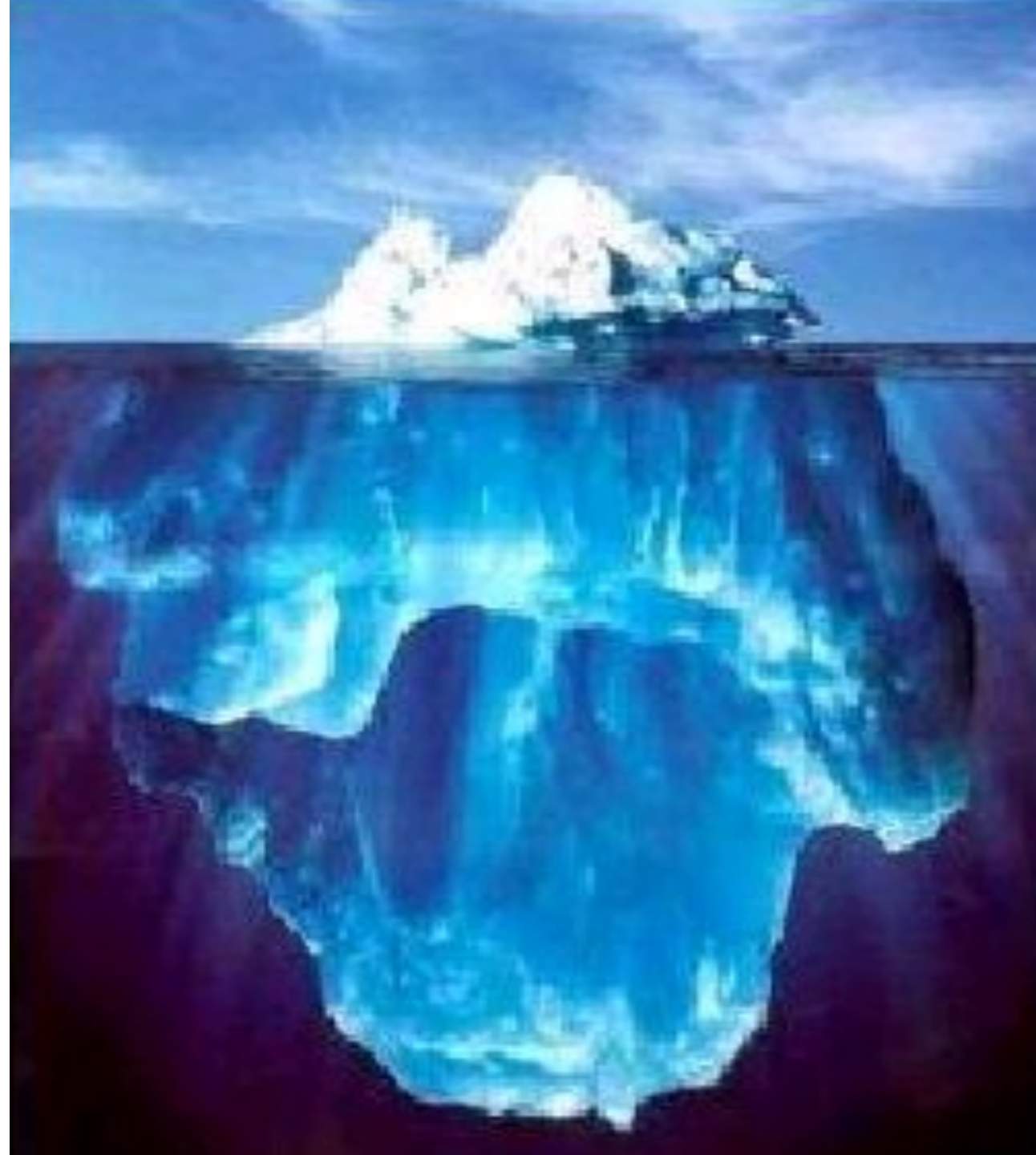
The Iceberg of Conflict

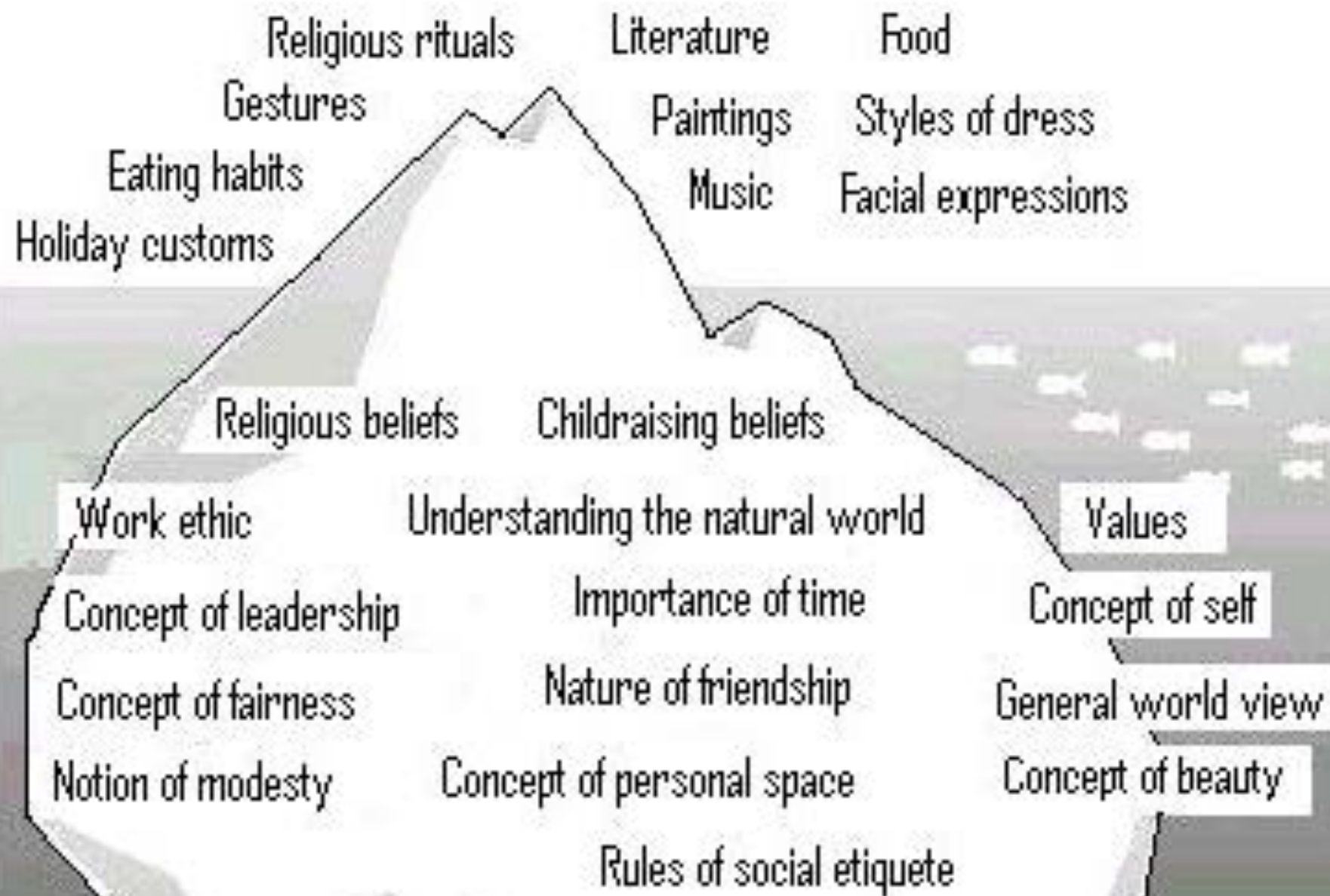


We are all like an iceberg

Some visible aspects


Most aspects are hidden







No one cares




DO YOU EVER FEEL
LIKE YOU'RE NOT
GOOD ENOUGH?

Negatively focusing
on past behavior

They'll spend time
trying to avoid
punishment by
covering up and not
communicating



We can't
think when
when
focused on
survival



Exclusion
Abandonment
Ostracism
Livelihood at risk



“Hope is not a strategy”

**Never
hope for
it more
than you
work
for it.**

YOU CAN HAVE
EVERYTHING
IN LIFE YOU WANT,
IF YOU WILL JUST HELP
ENOUGH OTHER PEOPLE
GET WHAT THEY WANT.

~ZIG ZIGLAR

A dark blue, irregularly shaped graphic with a splatter effect, containing white text. The graphic is centered on a white background and has a rough, ink-like edge with some smaller splatters around it.

We want to be the best
We want instruction

We Can Do It!







The negative screams

The negative screams

The positive whispers





HIGH
GATHER

Commitment
and

PURPOSE

Concern for others



Responsibility



BUT WHY

To guide and mentor

WHY



To support and enhance

Effective
Actionable
Feedback

Window to a better
future



I You
Should Could
But And



IF YOU ARE TEMPTED TO SAY
"I CAN'T"
HAVE THE COURAGE TO ADD
"YET"

Goal Oriented

- Specific
- Timely
- Meaningful
- Candid

Goal Oriented

- Specific
 - Tie into the goal
- Timely
- Meaningful
 - Actionable suggestions
- Candid
 - Honesty

Focus on Future

Ask to give feedback

Tell them:
You did X, it caused Y

Positive

Negative – how do
they adjust their
actions in the future

Positive feedback
stimulates reward
center

Open to new
direction



UNDERSTANDING YOUR TRIGGERS



HALT



HUNGRY





guilt

insecure



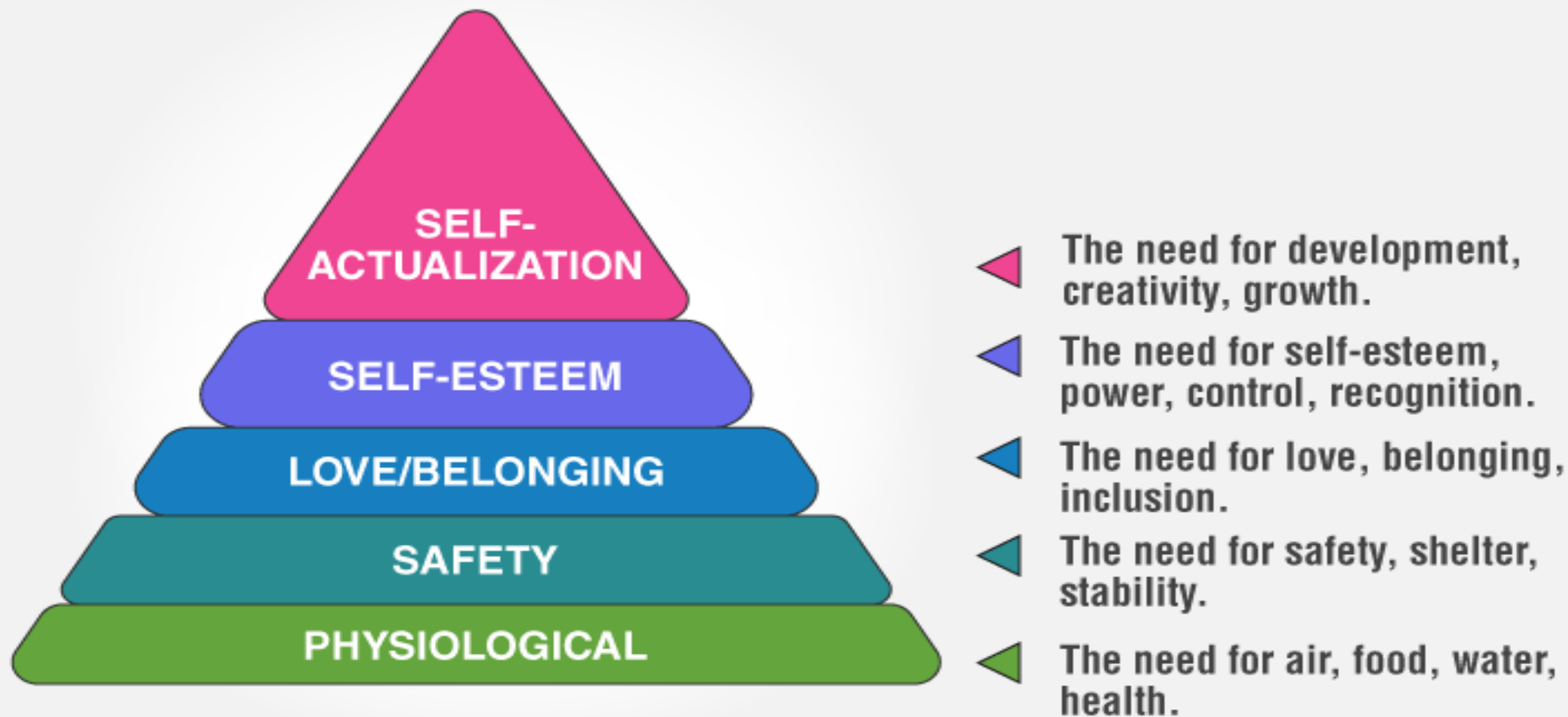


®

FEAR OF INTIMACY SUPPORT GROUPS



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Raise your words,
not your voice.

It is rain that
grows flowers,
not thunder.

-Rumi

Rejection

Is Never

Personal

Transform from
administering teams
to
coaching teams



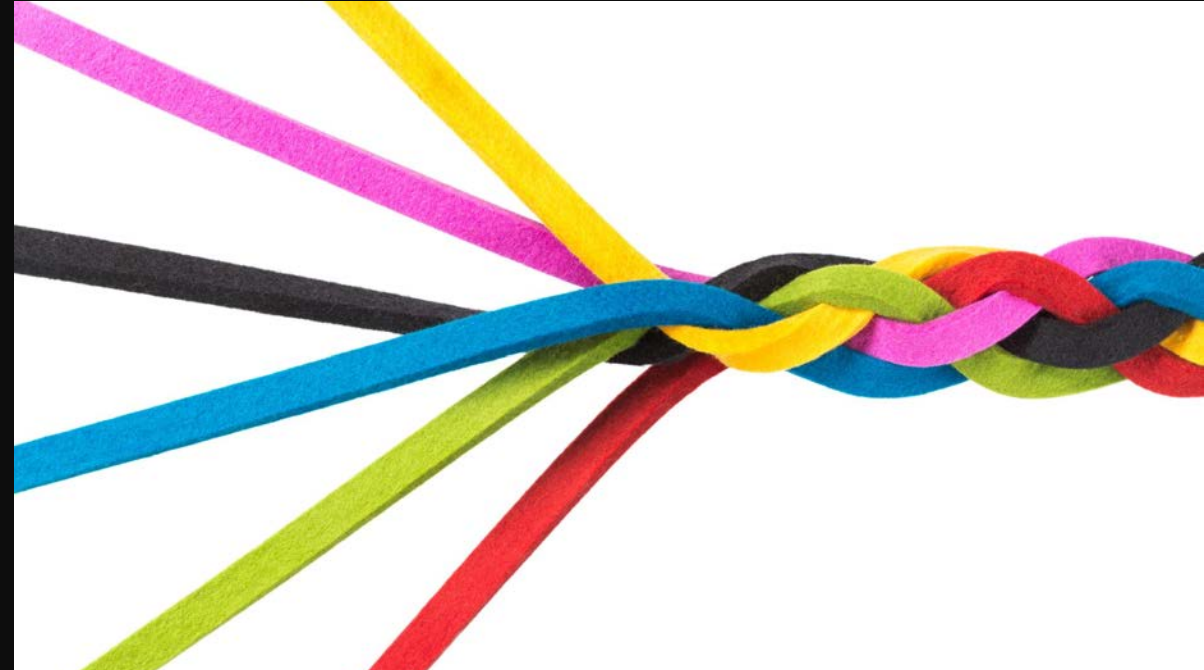
Gallup has discovered -- through studying what the best managers do differently -- that great managing is an act of coaching, not one of directing and administrating.

About What?

Goals

The conversation is
about progress on
goals and winning with
customers

Lead through a habit of having one meaningful coaching conversation per week with each team member



Focus on
Future

Ask to give feedback

Tell them:
You did X, it caused Y

Positive

Negative – how do
they adjust their
actions in the future

Goal Oriented

Specific

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Goal Oriented

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To Change Behavior

Need to respect what you are saying

Trust that you have their best interests

Willingness to listen

Nurture a supportive environment

The more we think about performing better
the more committed we are to change

Part of
everyday
communication

Frame projects as a chance to learn
and develop skills

Feedback

Productive and open minded

Reinforcing and promoting
good behavior

High performance teams share nearly 6 x's more
positive feedback than average teams

How do you see the situation?



How might things work differently next time?

What do you think worked?

What could have gone better?



**IT'S NOT
WHAT YOU
THINK**

Advice
Evaluation
Grades
Praise

Advice
Evaluations
Grades
Praise

Don't give
descriptive
information needed
to take action to
meet our goals

Feedback

Information about how
we are doing

What we need to do

Our path to meet our
goals

Feedback is
goal
referenced

- Am I on track?
- Do I need to change something?
- Tangible and Transparent
- Actionable
 - ✓ Concrete
 - ✓ Specific
 - ✓ Useful

User friendly
Timely





Positive feedback encourages
behavior

Superficial or absent feedback
extinguishes behavior

Ignoring improvement in
performance will extinguish it

Ignoring good behavior
extinguishes it

Ignoring slippage in
performance will encourage it

Ignoring negative behavior
encourages it

Remember!

***“Every system is perfectly designed to
get precisely the results it gets.”***

Dr. Paul Batalden





GRACE



Has anyone
told you yet today
just how absolutely,
positively, incredibly
amazing you are?



Caring for those called to care.

Thank You!

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