

GIVING AND RECEIVING FEEDBACK

EntreLeadership Team Development Series

Three Truths

1. If nothing changes, nothing _____
2. Most people, most of the time, are just doing the _____ they can
3. We are _____ people, working with imperfect people, in imperfect situations

Feedback Fundamentals

- Bosses give _____ feedback.
 - Critical feedback leverages the mistakes of others to create a false sense of _____ for yourself
- Leaders give _____ feedback.
 - Constructive feedback leverages the lessons of the past to improve the future
- Good feedback in the context of a bad relationship is _____ feedback
- The formality and stakes escalate when you choose to _____ because of fear
- Giving and receiving feedback demand that you be
 - _____
 - Humble
 - _____
- The best feedback is given in _____ of the mission, the team, and the individual

Giving Feedback

- Start with _____
 - Be clear and be _____
 - Make sure you know your _____
 - Make sure _____ know your motive
 - Be open about your _____ for the conversation
- _____ Assume Positive Intent
 - Look for the _____ in people
- Affirm the Person & Identify the Action
 - Constructive feedback is always rooted in _____ in someone's potential
 - Be _____ about the specific actions that prompted the discussion
 - Don't _____
- Listen to Understand
 - Ask _____ with genuine desire to see from their perspective
 - Listening does mean _____
- Seek to _____
 - How can I help?
 - Here's next steps

Receiving Feedback

- Have the Courage to _____
 - The best way to receive feedback is to solicit it
- Start with _____
 - Make sure you know your motive
 - Work to understand their motive
 - Be clear and be human
- _____ and Emotionally Assume Positive Intent
- Listen to Understand
 - Resist the urge to get _____
 - The best way to ensure understanding is to _____ in your words
- _____ Evaluate
 - This may take time and _____
- Seek to _____
 - How can I improve?
 - Here's my plan

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