

WHAT'S THE BEST WAY TO GIVE AND RECEIVE EFFECTIVE FEEDBACK?

TAKING THE FEAR OUT OF FEEDBACK

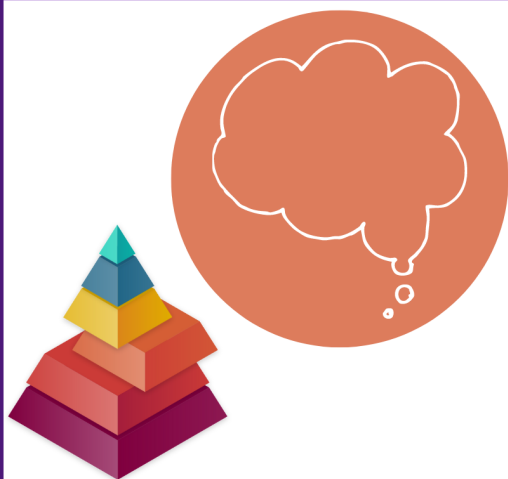
LinkedIn Learning

THE ART OF GIVING GOOD FEEDBACK PODCAST



The Insightful Leader

PREPARING FOR CHECK-IN & FEEDBACK



Receiving feedback

Everyone wants feedback! We all want to know how we are doing. This includes managers. Managers should be comfortable with asking for and receiving feedback from their team. There are some common barriers managers might face in getting helpful feedback and how to address these barriers:

1. Worrying about whether you're open to feedback.

Tell team members that you're not only open to feedback, but that you want and expect it.

2. Apprehension about "doing it right".

Let your team know that feedback is a skill best learned through practice.

3. Fear of retaliation.

Demonstrate empathy and humility.

4. Concern about hurting your feelings.

Demonstrate self-awareness by taking the lead in giving yourself constructive feedback first.

5. Suspicion that nothing will change as a result of the feedback.

Tell your team what you plan to do with the feedback they give you.

<https://hbr.org/2022/10/how-to-encourage-your-team-to-give-you-honest-feedback>

TALK ABOUT IT

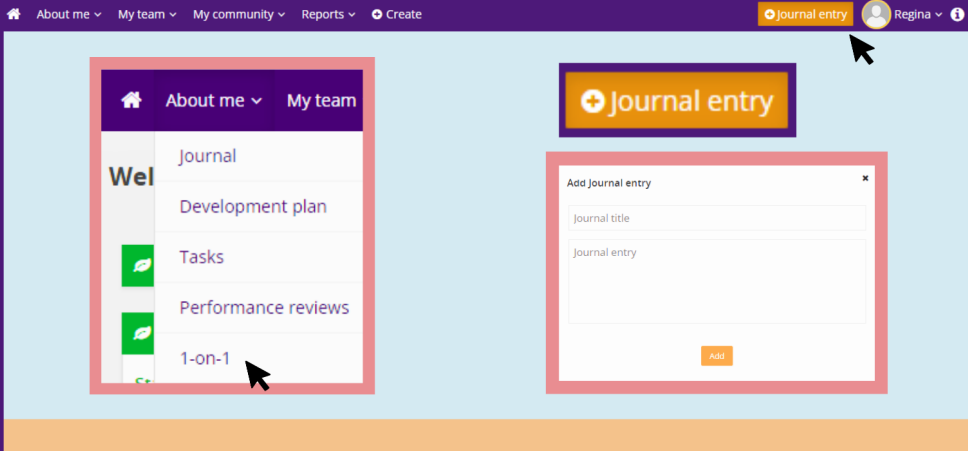
Research has shown that people are better at giving feedback when you ask them for something specific. Consider asking these questions:

- **What one thing from this project should I do more of?**
- **What one thing from this project should I do less of?**
- **What one thing could have made it even better?**

<https://www.betterup.com/blog/how-to-ask-for-and-receive-feedback>

JOURNALING AND 1 ON 1s

HOW TO ADD JOURNAL ENTRIES & MANAGE 1-on-1s



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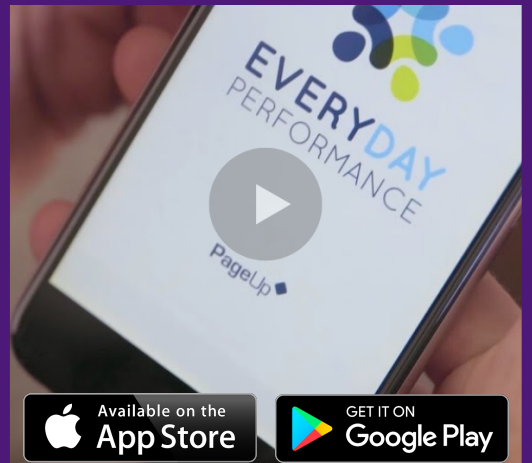
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TOP 15 QUESTIONS TO ASK IN 1:1 MEETINGS



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THE SECRET TO GIVING GREAT FEEDBACK



EXAMPLES OF CONSTRUCTIVE FEEDBACK

Feedback	How to say it better
You are missing deadlines, and it is impacting the rest of the team and the project.	I've noticed you are finding time-management a challenge. How can I help you find some methods/ways to improve that?
You haven't met your targets. I'm concerned it is going to drag down the team's performance.	It's tough falling short on goals/targets, especially knowing how hard you've been working to meet them. Are there any obstacles in your way that I can help with?
I've seen your late-night emails to the team; I'm concerned you are not in control of your work.	I've seen your late-night emails to the team; I'm worried about your work-life balance. Can we dig in a little deeper to understand your workload?
You've stepped into the new role and don't seem to be handling things well.	Well done on the new role. I am sure there are challenges. Can we discuss any support and training that may be helpful?
You seemed annoyed in the meeting yesterday; it made reaching a decision very difficult.	I noticed you appeared upset yesterday at the meeting. Can we discuss how things are going?

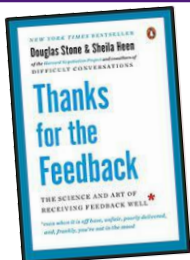
DETERMINING THE BEST FEEDBACK METHOD FOR YOUR SITUATION

Give feedback in writing when...

- You have enough time to do it right
- You want to reinforce or capture what's been said in a conversation
- You want to give the other person time to process first

Give spoken feedback when...

- The feedback is more complex
- There are difficult emotions involved
- Your goal is to repair or strengthen the relationship



Your chance to win!

The first **FIVE** people to email HRTraining@tcu.edu with the subject line "Feedback" win a copy of **Thanks for the Feedback**

**previous HR giveaway winners are not eligible to win*



Questions?
Reach out to us:
hrtraining@tcu.edu