

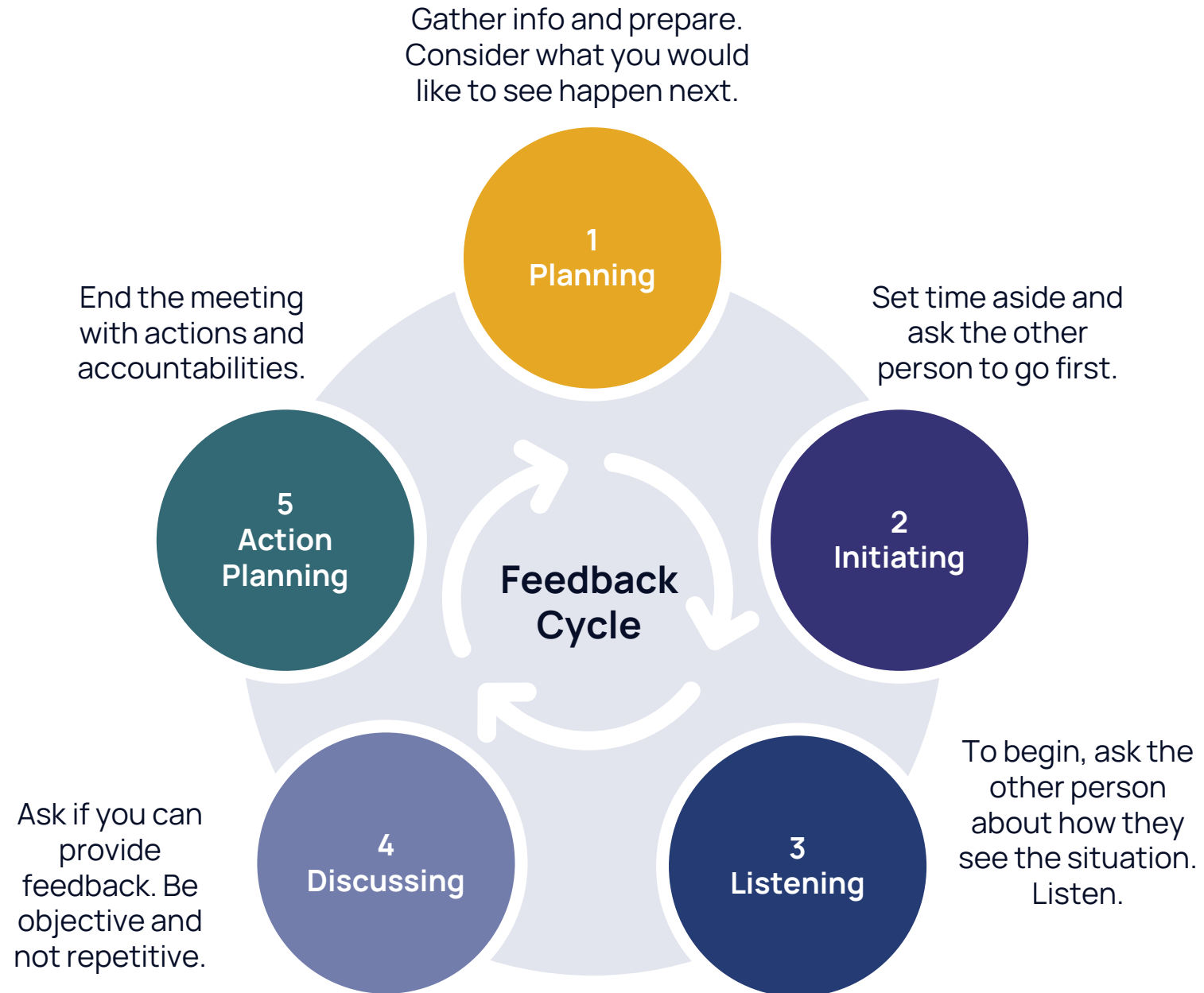
Giving & Receiving Feedback

One of our most important tools came to us via our friends at **The Roy Group**, almost 20 years ago. It has stood the test of time and has had a profound impact on our work, how we do things internally at Berlineaton, and how we work with clients. It is the Feedback Model, and while simple, when applied well and consistently, this tool has the power to eclipse old ways of giving feedback and seed a dynamic, feedback rich culture that improves engagement, performance and results!

In this infographic we provide a 5-step model to help you set the stage for feedback. On page 59, we show you how to use steps 2 and 3 of The Feedback Model, including questions you can use when giving/receiving feedback, and a checklist to help improve your skills.

The best feedback is timely, objective and specific. Give this tool a try, if you aren't using it already!

Learn more at www.berlineaton.com



3 Giving & Receiving Feedback

Below we provide simple and powerful questions you can use to give feedback, as well as a checklist to evaluate how you are currently giving feedback.

The Feedback Model*

Step 2: Initiating (Ask Recipient)

What do you think...?

1. Worked Well?....
2. Was Tricky?...
3. You Would Do Differently?...

Step 3: Listening (Give to Recipient)

Would you like some feedback from me about...?

1. What I sensed worked well...
2. What I sensed was tricky...
3. What you might do differently...

The Feedback Checklist

- Are we open to giving and receiving feedback in a non-judgemental, objective way as a regular habit?
- Are we setting the stage for a constructive conversation using the appropriate setting, tone, and context.
- Are we ensuring it is a two-way dialogue that starts with the recipient when they are ready?
- Are we using the feedback model and following the principle of letting the receiver of the feedback go first?
- Are we prepared to give and receive feedback that focuses on facts, without emotion?
- Is the feedback specific, objective, timely, and non-judgemental?
- Are we listening to the feedback from the recipient's and provider's points of view?
- When we provide feedback, do we always ask if we can provide feedback before beginning?
- Are we open to listening with open minds?
- Are we reflecting on the feedback and creating an action plan to implement the "do differentlies"?
- Are we aware of our non-verbal queues and body language?
- Do we see providing feedback as a practice to improve over time?

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