



Leading Self – Utilizing Feedback | Quick Guide

Reflection

Think about a time when you received some valuable feedback.

- What feedback did you get?
- How did you react to the feedback?
- What did you do differently after receiving the feedback?
- What value did that feedback bring you?

Value of Feedback

- Enhance Self-awareness by listening to others' point of view
- Boost Confidence – Having encouraging feedback makes you feel valued
- Create Opportunities – Others' perspectives provide you with valuable insights that help you identify how you can perform better. Without feedback, you may miss opportunities to improve performance
- Encourage Collaboration – Asking for feedback or taking feedback positively will show your commitment to teamwork. You will also understand others' perspectives and how you can work more effectively with others

How

Asking for Feedback

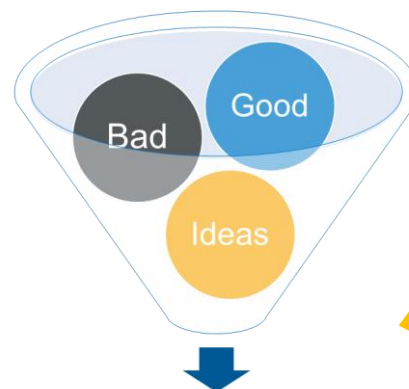
- Regularly – make it a habit
- Formally & Informally – ask for feedback in quarterly or year-end reviews and any informal occasion
- Widely – seek feedback from managers, peers, subordinates, and other colleagues.
- Timely – real time feedback is more accurate
- Specifically – ask for specific and action-focused feedback and explain your reason for asking
- Openly – welcome feedback with an open mind. Be curious to know more and ask follow up questions

Questions about performance

- *What do you think I do well in my work?*
- *How do you think I could enhance my work?*
- *How could I take my work to a new level?*

Utilizing Feedback

- After you gather all the feedback, step back, take your emotion out of it, and then think about what you have learnt.



What did I learn from it?

- What feedback did I get? What were the good, bad points and ideas?
- What were my strengths? What did I do well?
- What were my weaknesses? What could I improve?
- What can I start, keep or stop doing? How?

Start / Keep / Stop Doing



Leading Self – Utilizing Feedback| Resources and Readings

What if I disagree with the feedback?

- While there may be something incorrect about the feedback, there will also almost always be something right that can be learned from the feedback.
- Check your blind spots – sometimes feedback does not feel “true” to us because we are simply unaware of it. Ask: What might be right about the feedback? What can I gain from this feedback?
- “Being good at receiving feedback means just that: that you receive it. That you hear it. That you work to understand it. That you reflect on it. That you sit with it. That you look for that bit that might be of value.”
- Read more on this topic from the 14 April 2017 Harvard Business Review article *Responding to Feedback You Disagree With* written by Sheila Heen and Debbie Goldstein.

Am I coachable?

- Coachability is not a technical skill or an inherent ability. It is a mental attitude. It is defined by our ability to be coached.
- For more on the value of being coachable:
 - Read Carol Dweck’s book *Mindsets*
 - Watch the TEDYouth Talk by Carson Byblow: *The mindset of a champion at* https://www.ted.com/talks/carson_byblow_the_mindset_of_a_champion/transcript

Situation-Behavior-Impact Model

- The Situation-Behavior-Impact (SBI) model is considered one of the most ideal ways to effectively provide feedback.
- Learn more about SBI:
 - <https://www.youtube.com/watch?v=-oRKr5xA9N0>
 - <https://www.ccl.org/articles/leading-effectively-articles/closing-the-gap-between-intent-and-impact/>

Team Feedback Culture

- A feedback culture can increase engagement and productivity, but the manager does not have sole responsibility for creating a feedback culture.
- Learn more about creating a feedback-friendly culture on your team:
<http://www.managementcenter.org/article/how-to-create-a-feedback-friendly-culture-on-your-team/>