




Feedback

 **60, 90, or 120 minutes**

Tipping Point Skills™:



Feedback



Manager
Conversations

Team Training:

- Manager CORE 1 Add on
- Manager CORE 2 Add on
- Individual Contributor CORE Add on
- DEI Program

Membership:

- Skill Up
- Level Up
- Lead Up

High-quality feedback is at the heart of an organization's ability to grow, adapt, and improve. However, many managers avoid giving feedback because it makes them uncomfortable, or they give feedback that leaves their direct reports feeling frustrated and confused. The good news is: research reveals that there are simple steps managers can take to immediately and dramatically improve the quality of their feedback. In this workshop, participants will learn the science behind effective feedback, and practice giving feedback that is specific, actionable, and inspiring, even in tough situations and even when working remotely.

Pre-work: Decide on a piece of feedback you want to give someone at work (or would have wanted to give someone in the past). No need to perfect what you plan to say (we'll do this in the workshop) - just come ready to work on this feedback scenario.

During this workshop, participants will:

- Learn a four-step process for giving feedback, including opening (micro-yes), data point, impact statement, and question.
- Practice opening the conversation by decreasing defensiveness.
- Practice sharing the right type of data points/observation statements. Exercises include converting poor feedback statements into skillful feedback statements.
- Practice sharing the impact statement ("I'm mentioning it because...").
- Understand how to turn feedback into a two-way conversation using questions that check perception, jointly problem-solve, make a request, and determine commitment/ understanding.
- Learn how to build trust and self-efficacy in direct reports through strengthening strengths/ articulating what is working well.
- Practice asking for feedback to build a feedback culture within their team.
- Craft a real-world feedback script and receive feedback on their feedback.
- Decide how to apply the learnings from this workshop in the week that follows.
- Learn why feedback matters even more when working remotely or when times are uncertain, and how to turn feedback-giving into a norm that helps your team grow, innovate, and adapt faster.

After this workshop, participants will:

- Convert poor quality feedback into high quality feedback.
- Apply the LifeLabs Playing Cards Method™ to give specific and actionable feedback.
- Reduce defensiveness in feedback recipients.
- Ask for feedback effectively.
- Create a team culture where giving and receiving feedback is normal and expected.