

Feedback / Feedforward



USES

- Positive and clear accountability
- Self-advocate for own growth and development
- Acknowledge and appreciate desired behavior
- Engagement tool to inspire positive outcomes

HELPFUL TIPS

- ✓ As a leader, get good at using all three (Give/Seek/Receive)
- ✓ Ensure actionable feedback by using 2+2 format
- ✓ Motivate by creating hope for future improvement
- ✓ Deliver feedback when your emotions are under control

Feedback / Feedforward

STEPS FOR SUCCESS

1st Identify the feedback/feedforward opportunity

2nd Apply 2 + 2 format with timely feedback

- Share 2 things that went well, and
- Share 2 suggestions for improvement (next time)
- When seeking - ask for 2 + 2
- When giving - provide 2 + 2
- When receiving - reframe as needed, requesting 2 + 2

3rd Thank them for the feedback

- Be curious so you understand the feedback; it's okay to ask clarifying questions

“We all need people who will give us feedback. That’s how we improve.”

- Bill Gates

