

Making Your Feedback Matter: 8 Must-Have Behaviors for Providing Feedback

No individual, team, species or organization can survive and thrive without learning and adapting. Core to adapting and thriving is the information that comes from feedback. As a manager, the most important thing you do is develop people and performance through feedback. Below are eight must-have behaviors for providing feedback that matters.

- 1. Tune into the person in front of you.** Eliminate distractions such as phones, computers and people coming in and out. Show them verbally and non-verbally that they have your full attention.
- 2. Listen Aggressively.** The Definition for **Listening Aggressively** is: To hear with determination and energetic pursuit, demonstrating a desire to understand. (You cannot do too much of this.). It always helps to echo both what you hear them saying, and what you feel or sense they are saying.
- 3. Use these physical actions to demonstrate a desire to understand:** Lean forward, use good eye contact, don't interrupt and ask questions. They will always respond better to your feedback, even if they don't agree to it, if they feel they have been heard and understood.
- 4. Cultivate and share a positive belief in yourself and in the Person Being Coached. One rule-of-thumb is to use the 3:1 sharing ratio,** which is 3 positive insights, to every 1 course correction. However, above all be authentic. Do not conjure-up or make-up feedback just to make a certain ratio of positive and negative feedback.
- 5. Ask the Person Being Coached his/her opinion or thoughts FIRST.** Example: *"Suzie what do you think you did well? What would you improve?"*
- 6. A Good question Format to Use: WWCD.**
 - What happened?
 - Why?
 - Consequences and what would you do differently?
 - Determine what action to take.
- 7. Address behaviors, not personality.** Eliminate emotional statements, such as *"You always" and "You never."*
- 8. Ask the Person Being Coached to review next steps with you.** Schedule a time for follow up.

Feedback is powerful, and when coupled with a 360 survey process, the feedback can be career, and even life, changing.

***“If your actions inspire others to dream more, learn more,
do more and become more, you are a leader.” John Quincy Adams***

Adapted from Suzie Price, *6 Effective 360 Feedback Survey Program Tips & 11 Must-Have Feedback Behaviors*