Creating a Performance Coaching Culture

THE ART OF GIVING & RECEIVING FEEDBACKFOR OPTIMAL EFECTIVENESS

Identify & Develop Agile, New Leaders

2023 VIRTUAL CONFERENCE

HCI

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TODAY'S GOAL

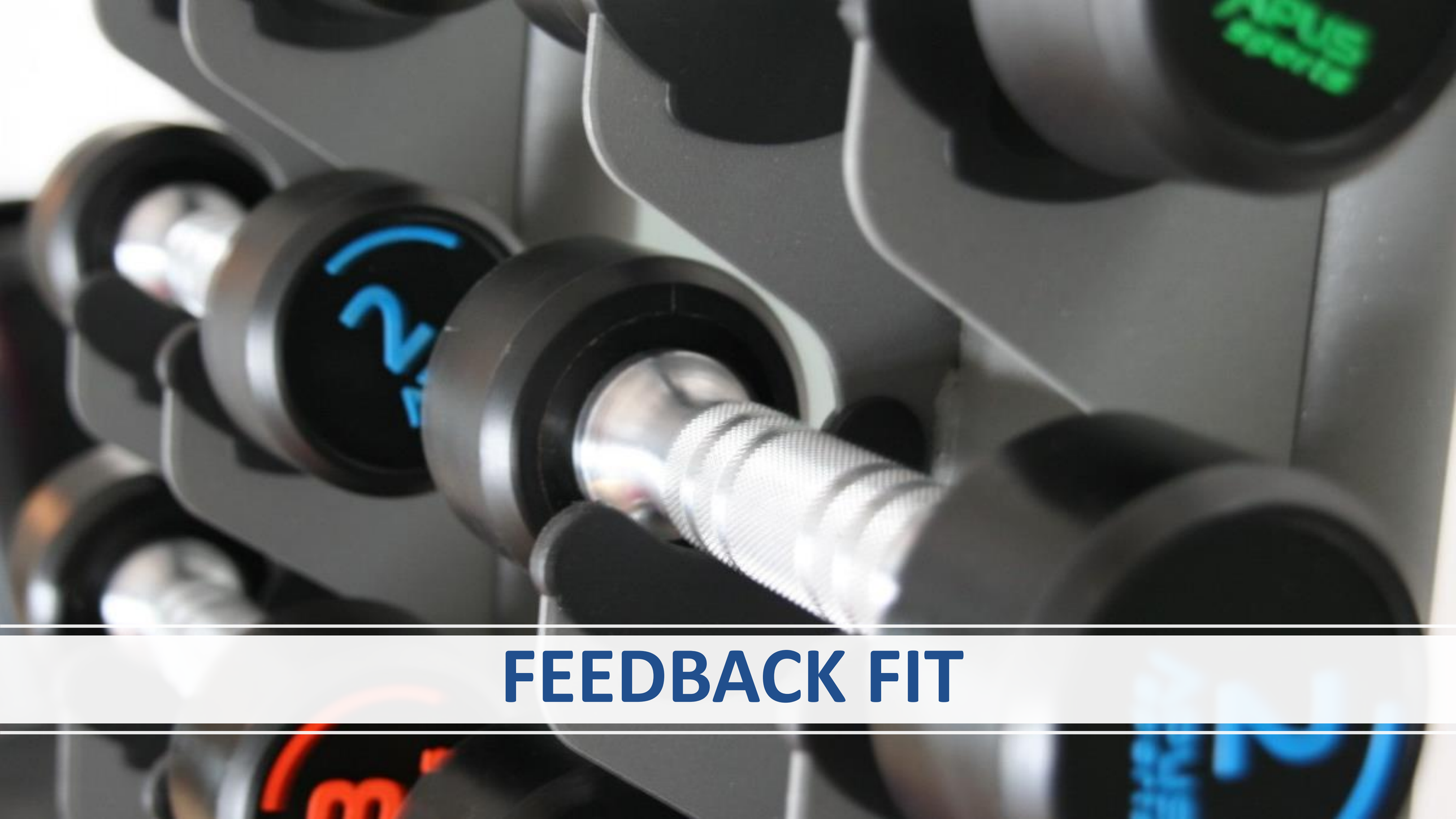
Increase your knowledge, skills, and confidence in giving and receiving feedback!

Become Feedback Fit!

feedback

ACE MODEL

*Source: Stone, D. ; Heen, S. (2019). Thanks for the feedback: The science and art of receiving feedback well: (even when it is off base, unfair, poorly delivered, and, frankly, you're not in the mood).



FEEDBACK FIT

THE ART OF GIVING & RECEIVING FEEDBACK –

Train your mind to be Feedback-Fit

Develop	• **Develop a growth mindset.**
Establish	• Establish a feedback culture.
Improve	• Improve mental clarity.

Fixed Mindset

- Believes intelligence/skills is something you're born with
- Avoids challenges/ taking risks
- "I can't do this"/ "I already know this"
- Ignores or dismisses feedback/criticism

Growth Mindset

- Believes people can increase intelligence/skills
- Embraces challenges
- "Mistakes help me learn"
- Welcomes feedback/criticism

*Source: LinkedIn Learning course: Givinging and Receiving Feedback by Gemma Leigh Roberts

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Train your mind to be Feedback-Fit

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Establish	• **Establish a feedback culture.**
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Good feedback is the KEY to improvement!

ESTABLISH A FEEDBACK CULTURE

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Improve	• **Improve mental clarity.**

Get your mind right!

PERFORMANCE COACHING:

How to GIVE Feedback

VISUALIZE

INQUIRE

GROW

VISUALIZE

- What behavior do they need to change (specific; interpersonal or technical)?
- How soon do you want to see the change?
- How will the change positively impact the person's position or perception?
- How will the change positively impact the person's teammates?
- How will the change positively impact the organization?
- What will happen to the employee, team, and the organization if there is no change?

INQUIRE

- What is the scope of the situation?
- What are the specific areas of improvements?
- How can you develop more in this area?

Establish a clear growth plan

PERFORMANCE COACHING:
How to RECEIVE Feedback

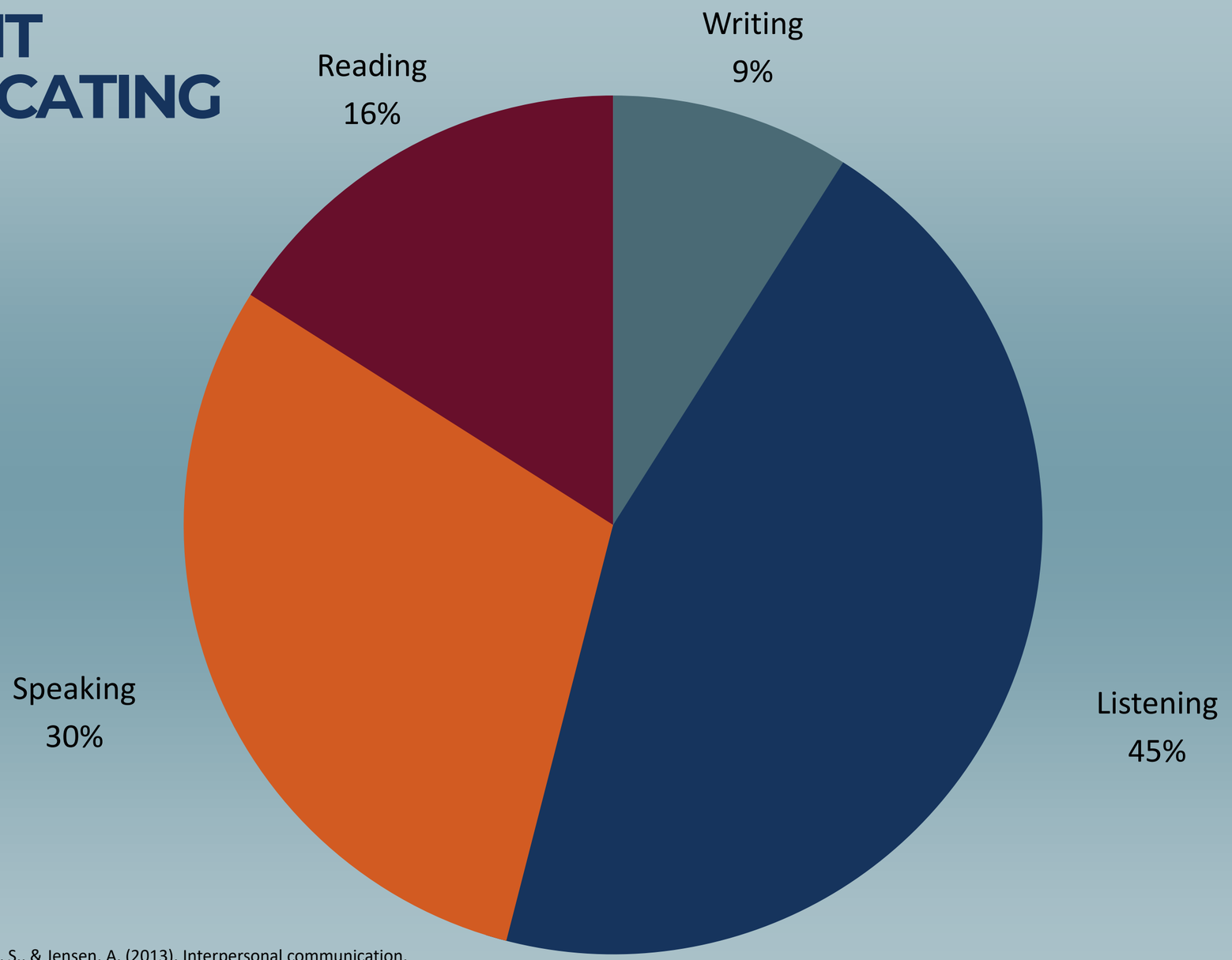
LISTEN

LEARN

GROW

*Source: Sapolsky, R. M. (2004). Why zebras don't get ulcers: The acclaimed guide to stress, stress-related diseases, and coping. Macmillan.

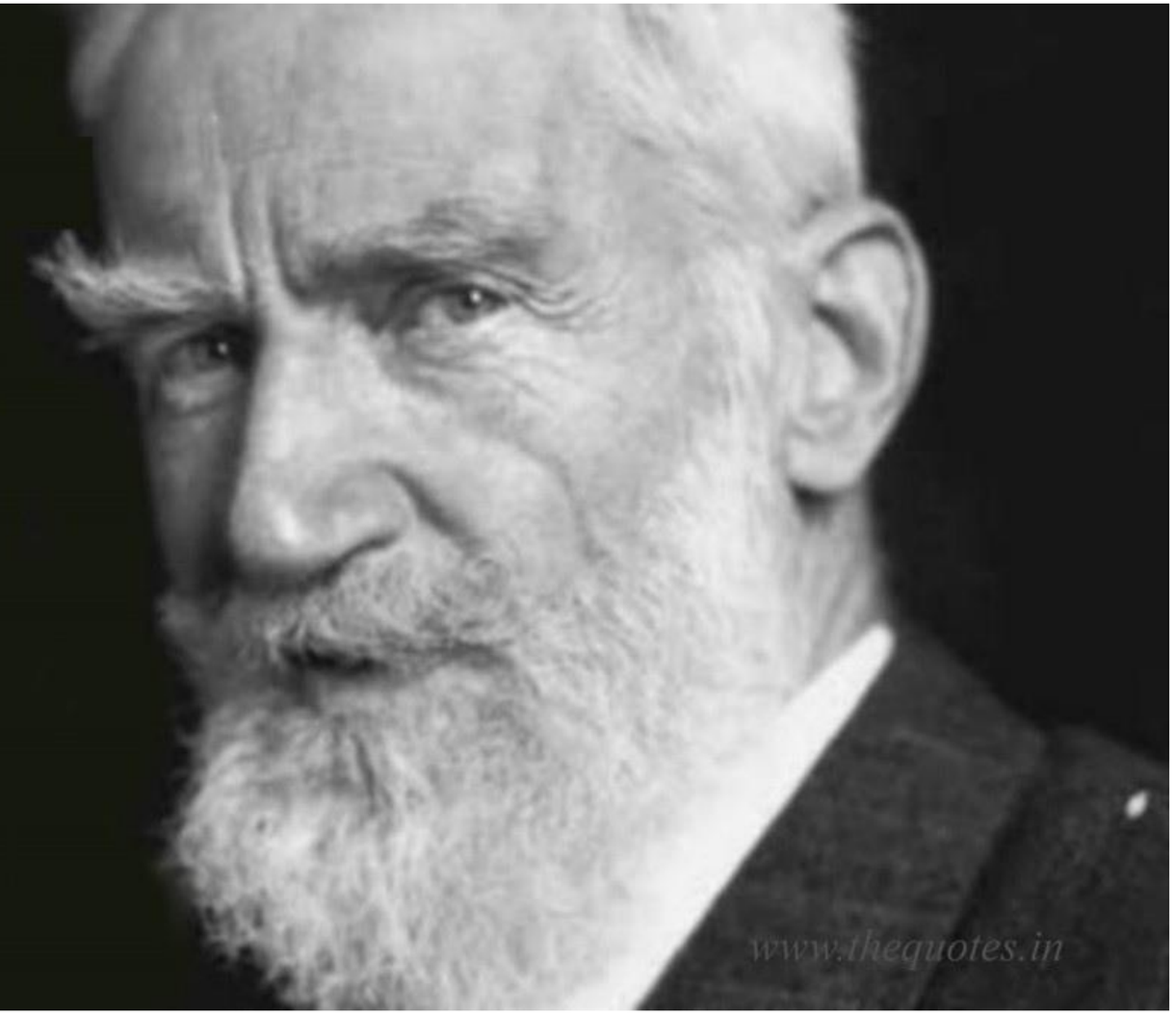
TIME SPENT COMMUNICATING



*Source: Trenholm, S., & Jensen, A. (2013). Interpersonal communication. Oxford University Press.

The single biggest problem in communication is the illusion that it has taken place.

George Bernard Shaw

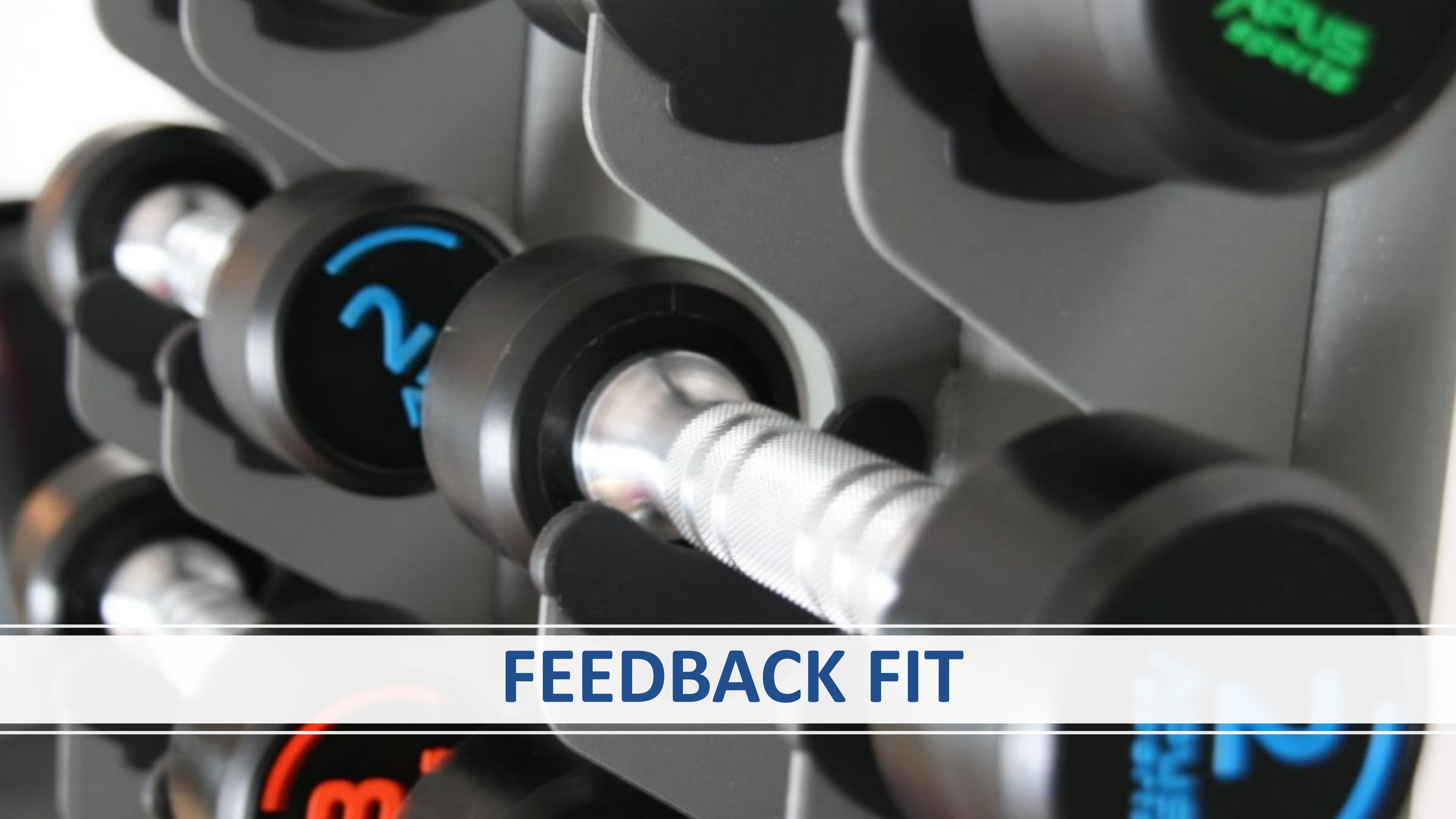


“Don’t be a know it all, be a learn it all”

- Satya Nadella, CEO of Microsoft

GROW

Use your reaction as a **Blind-Spot** alert.



FEEDBACK FIT

PERFORMANCE COACHING:
How to Give Feedback

VISUALIZE

INQUIRE

GROW

PERFORMANCE COACHING:
How to Receive Feedback

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What is the common denominator in giving and receiving feedback?

Thank You!
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