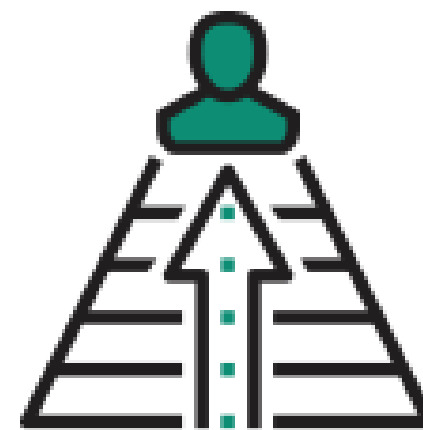




Creating a Performance Coaching Culture

THE ART OF GIVING & RECEIVING FEEDBACK FOR OPTIMAL EFFECTIVENESS



Identify &
Develop Agile,
New Leaders

2023 VIRTUAL CONFERENCE



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TODAY'S GOAL

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

Become Feedback Fit!







feedback

ACE MODEL

Appreciation



Coaching



Evaluation



*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).

A close-up photograph of a person's hand, wearing a black glove, adjusting a silver, knurled dial on a piece of equipment. The equipment has several other dials with colored markings: a blue '2' on a dial to the left, a green '10' on a dial to the right, and a red '3' on a dial at the bottom left. The background is blurred, showing more of the equipment's structure.

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

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**Good feedback
is the KEY to
improvement!**



ESTABLISH A FEEDBACK CULTURE



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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



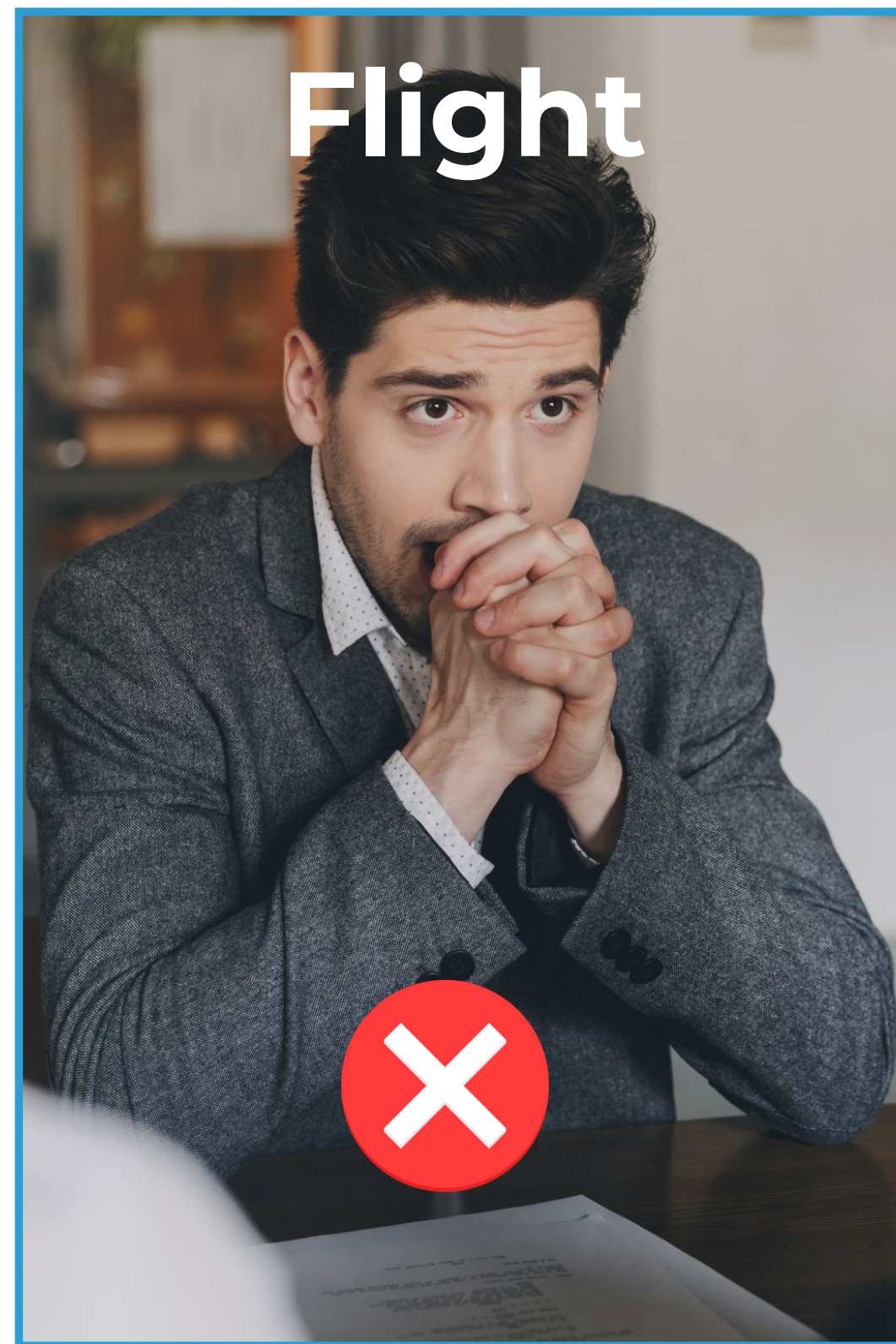
LISTEN



LEARN

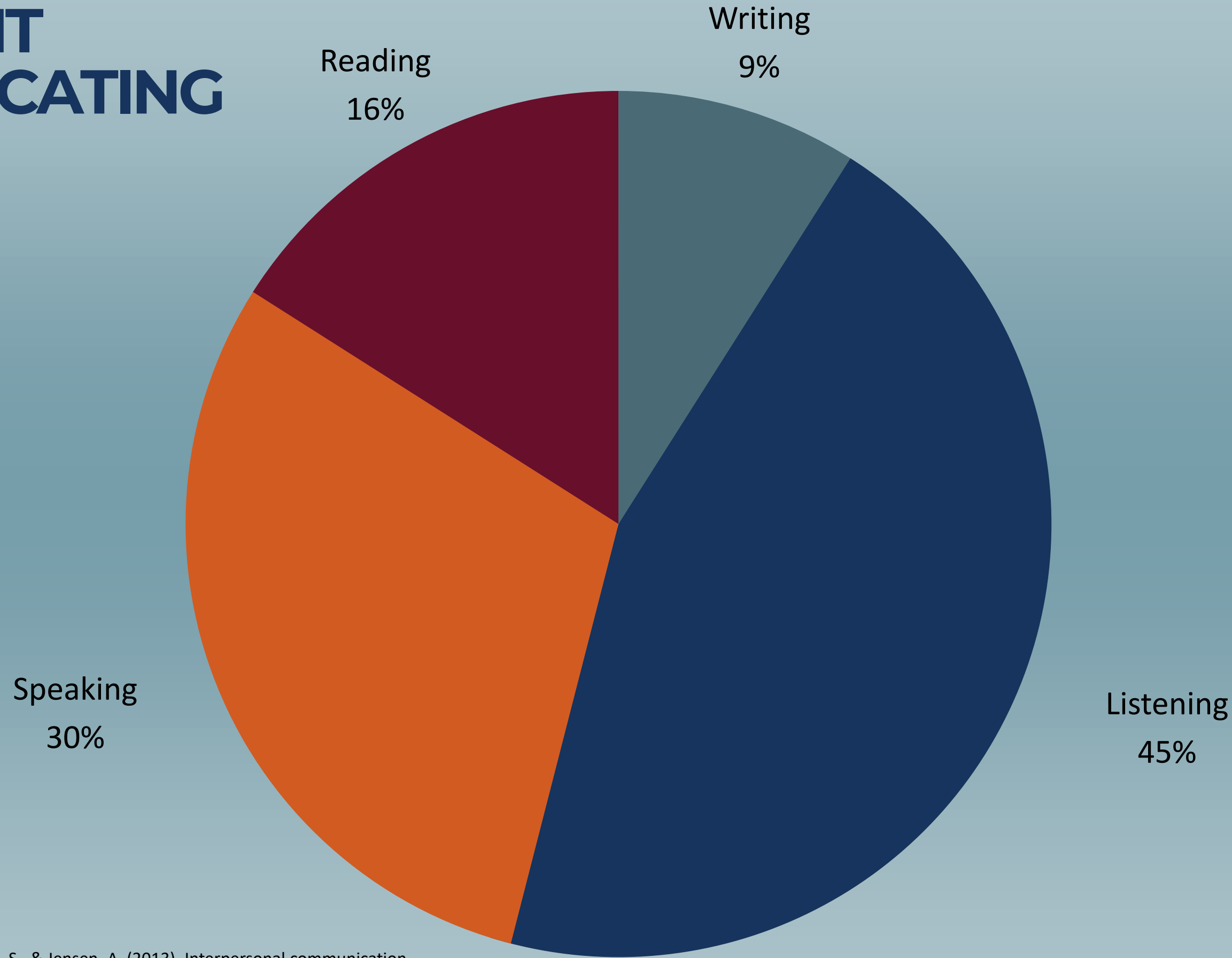


GROW



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

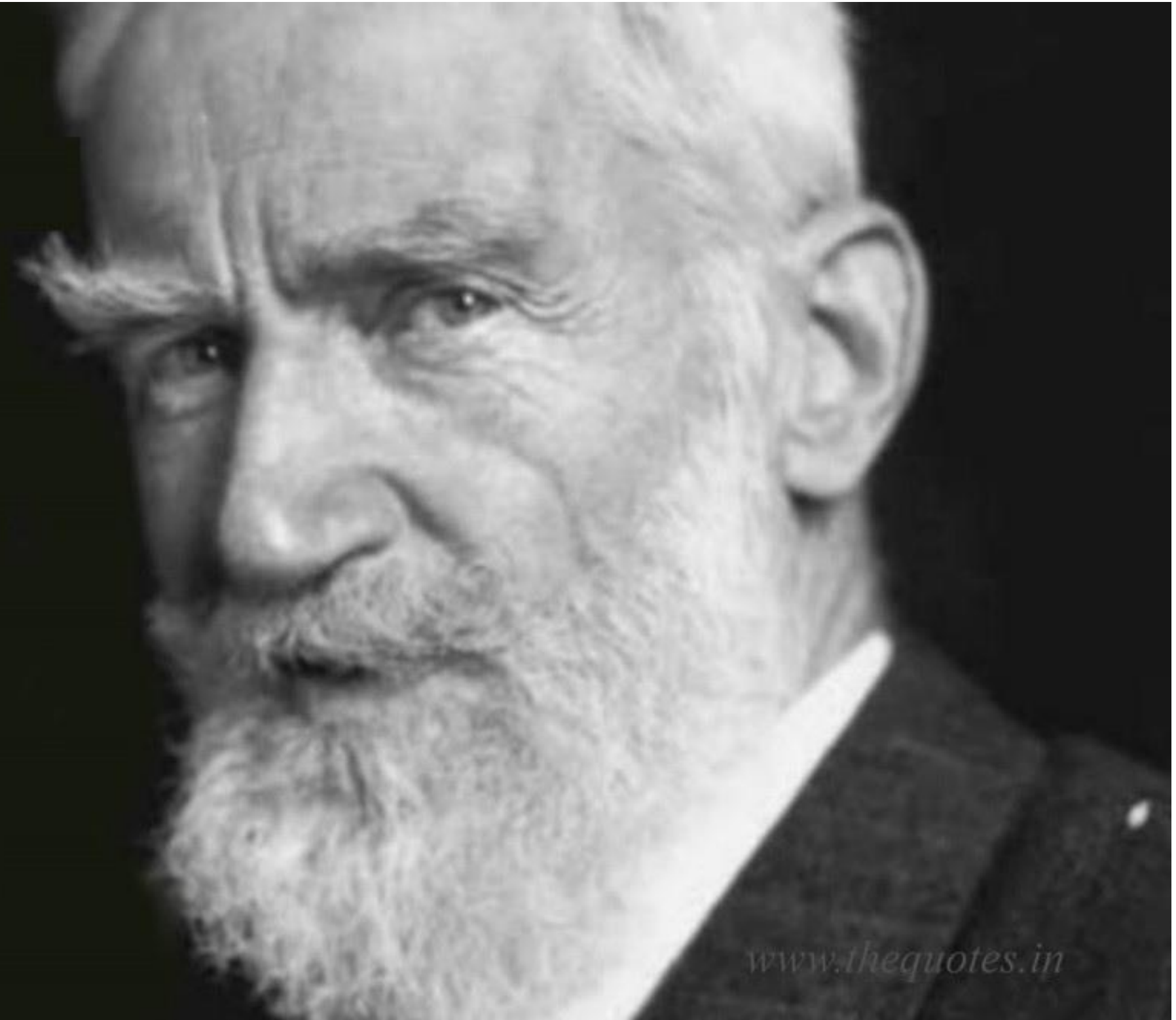
TIME SPENT COMMUNICATING



*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.

A close-up photograph of a person's hand, wearing a black glove, adjusting a silver, knurled dial on a piece of equipment. The dial is part of a larger assembly with several other similar dials. One dial in the background has a blue curved arrow pointing upwards and the number '2'. Another dial in the top right corner has a green digital display showing '1.00'. The equipment is dark grey or black. The text 'FEEDBACK FIT' is overlaid in a white banner at the bottom.

FEEDBACK FIT

PERFORMANCE COACHING:

How to **Give** Feedback



VISUALIZE



INQUIRE



GROW

PERFORMANCE COACHING:

How to **Receive** Feedback



LISTEN



LEARN



GROW



What is the common denominator in giving and receiving feedback?





Thank You!