

Welcome to a

30-minute crash course in

Giving and Receiving Feedback

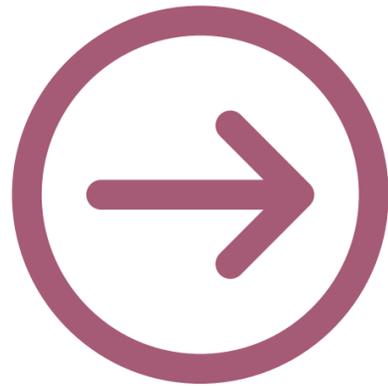
Allison Horak | Instructor

Think back...



...to a time when you received feedback from someone at work, whether positive or constructive.

What did the person do well?



Giving Feedback

What's the point of feedback?

If **positive**,
we want the behavior
to continue.

If **constructive**,
we want the behavior
to stop and be replaced
with something else.

Challenge for managers of remote workers:
It's hard to "catch them" doing good stuff.

Obstacles

to giving timely, meaningful feedback

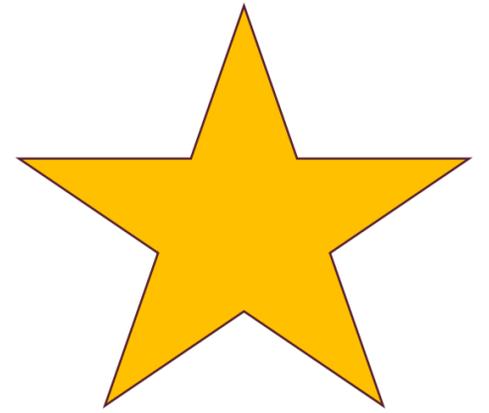
I'm not sure what to say

I want it to sound sincere

I'm worried I'll ramble

I get uncomfortable

The S/T—A—R Method



S/T—Situation/Task

Set the scene

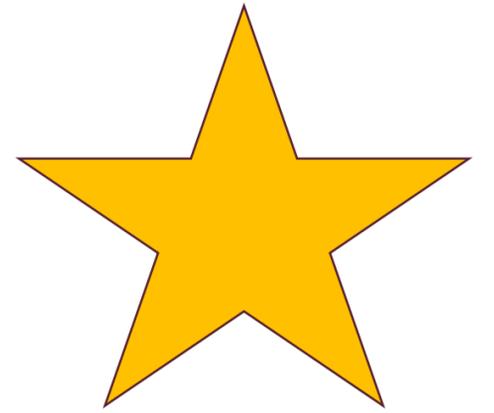
A—Action

Talk facts only

R—Result

Explain the impact

The S/T—A—R Method



S/T—Situation/Task

“When you ...”

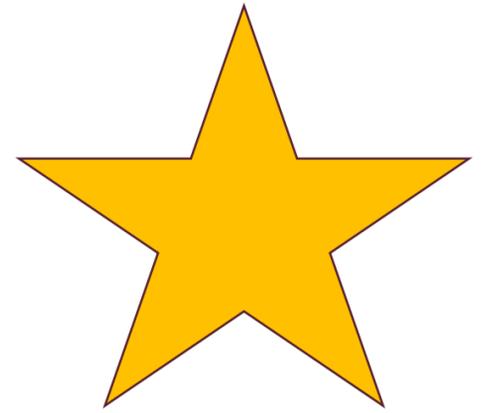
A—Action

“You said/did ...”

R—Result

“That was effective because ...”

The S/T—A—R Method



S/T—Situation/Task

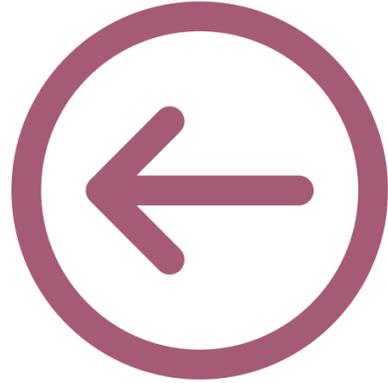
“When you started your presentation at the staff meeting...”

A—Action

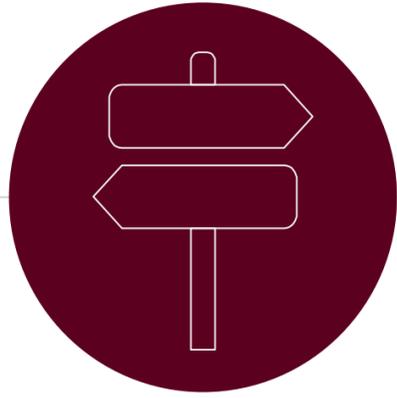
“...you told that story from your childhood about learning to ride a bicycle.”

R—Result

“That was effective because you put people at ease before speaking about that controversial policy change.”



Receiving Feedback



**Receiving feedback
sits at the
intersection of
these two needs—
our drive to learn
and our longing for
acceptance.**

~Douglas Stone and Sheila Heen,
from *Thanks for the Feedback:
The Science and Art of Receiving Feedback Well*

Have a mental map

Stop—and be willing to actively listen.

Say, “Thank you for taking the time to give me that feedback.”

Option #1: Reflect back what you think you heard.

(“It sounds like you’re saying...”)

Option #2: Ask for time to think about it.

(“I’d like to give that some thought.”)

Follow up to schedule a discussion

(after you’ve processed, researched, reflected)



A final word about feedback

It's a gift
we all can give!

Feedback isn't just the manager's job!

We all like to hear we're doing a good job or that something we've done was appreciated. A quick email or text to a coworker takes very little time and has big results. Let them know the point they made in the meeting was really important to you—or you appreciate how quickly they got you the information you needed to complete that project. **It's so much easier to build positive energy between people if your past interactions have consisted of more than merely requests.**



Our next session is:

March 22

See you there!

(Registration link in the Chat.)

Allison Horak