McCraine
ASSOCIATES

Time Abundance Coach CERTIFIED

Big Money Business Coach — Certified

AWARD-WINNING TRAINER

NATIONALLY RECOGNIZED TRAINER

What's That S'posed to Mean?

Giving and Receiving Feedback

The Big Picture

…or Not

About Daniel

About Daniel

My Mission

I want to transform communities, one business at a time! I want to have a greater impact on Des Moines first, and then the world, and I can't do that through my own influence. I need to have a bigger reach. I can do that by helping other business leaders fulfill their mission!

What is Feedback?

Receiving Feedback Well

- Why is it important to learn how to receive feedback well?
    - Better relationships
    - Better self-esteem
    - Learning
    - Less stress
    - Higher job satisfaction
    - Greater creativity on the job
    - Faster adaptation in a new organization or role
    - Lower turnover

3 Types of Feedback

Appreciation

Coaching

Evaluation

Appreciation

- It literally says, "Thanks," but also lets us know that we are important, that we are noticed.

Coaching

- Helping a person improve, whether it's a skill, idea, knowledge, a particular practice, or their appearance or personality is coaching.

Evaluation

- Evaluations align expectations, clarify consequences, and inform decision-making.

Types of Feedback Discussion

What type of feedback do you need the most at work?
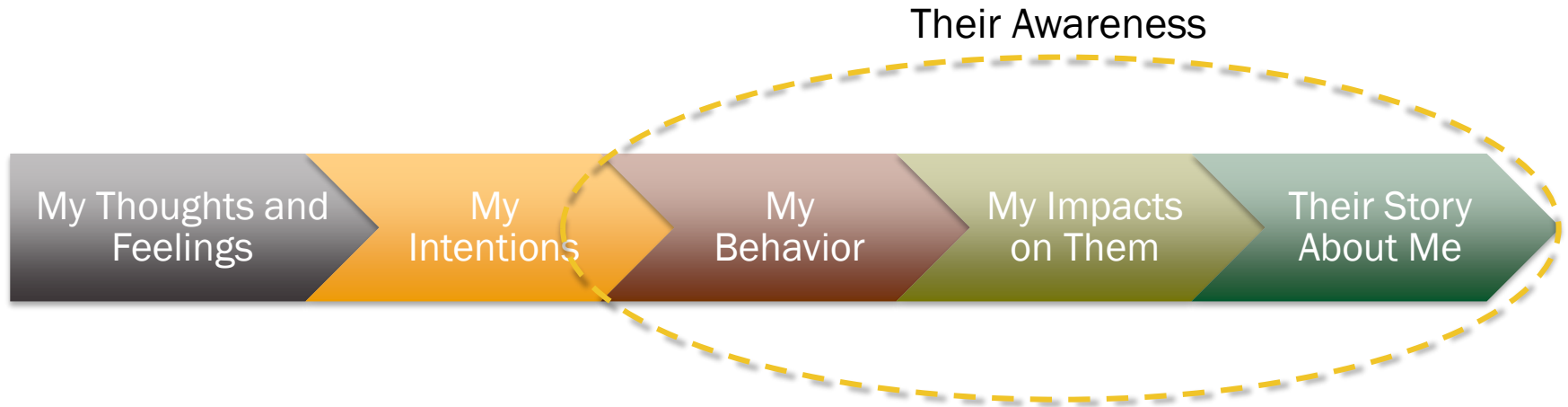
The least?

Triggers That Shut Us Down

- Truth Triggers

- Relationship Triggers

- Identity Triggers

Truth Triggers

Gap Map

Their Awareness

My Thoughts and Feelings → My Intentions → My Behavior → My Impacts on Them → Their Story About Me

Relationship Triggers

- Switchtracking
- 3 Steps Back

Identity Triggers

- Wiring and temperament

- Remove distortions

- Growth mindset

Identity Triggers

Activity

Share a reaction to the following feedback for each of the 3 triggers. Then share a question or statement to use instead of the trigger reaction.

- Be more confident
- You received a 4 on your year-end review
- You withhold information
- You're arrogant
- You need to learn to say, 'No'
- You don't understand the business
- You need to be more supportive
- Don't be so emotional

The Feedback Conversation
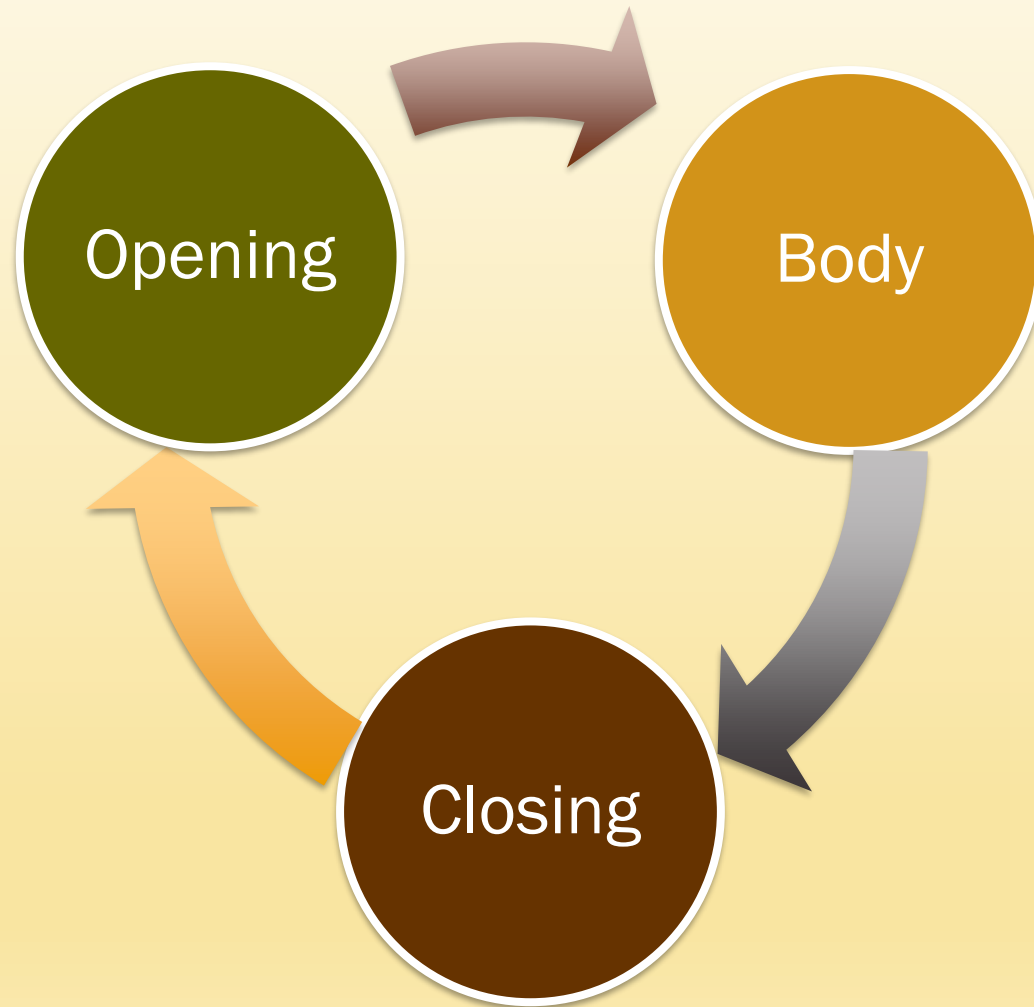
Opening

- A very important piece of the conversation to lay out the purpose of the conversation, and any expected outcomes.
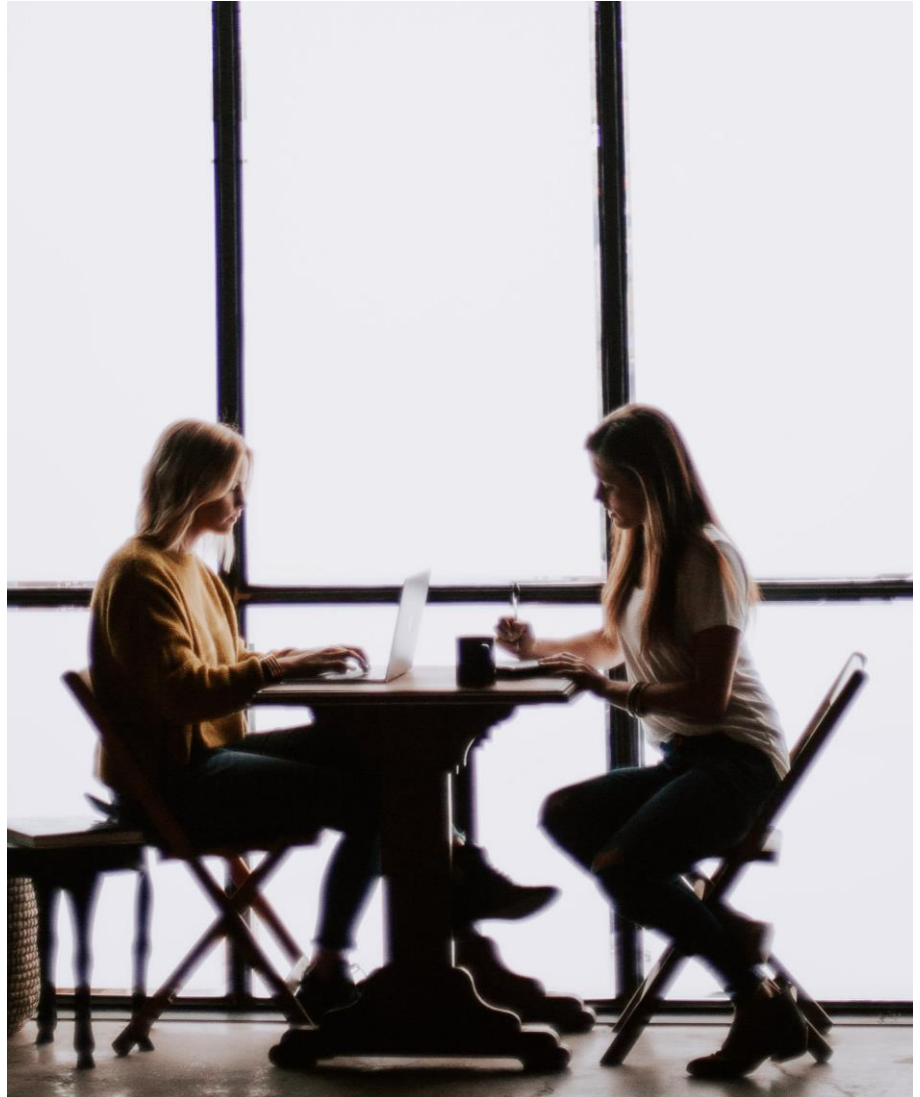
Body

- Listening
- Asserting
- Process Moves
- Problem Solving

Closing

- Action plans
- Benchmarks and consequences
- Procedural contracts
- New strategies

Activity

Discuss the following feedback in your small group:

"The client hated your solution to the problem."

- What would a reaction look like for each of the triggers?
- How could you get aligned?
- How could you practice listening during this feedback conversation?
- How could you assert what has been left out from your perspective?
- How could you solve this problem?
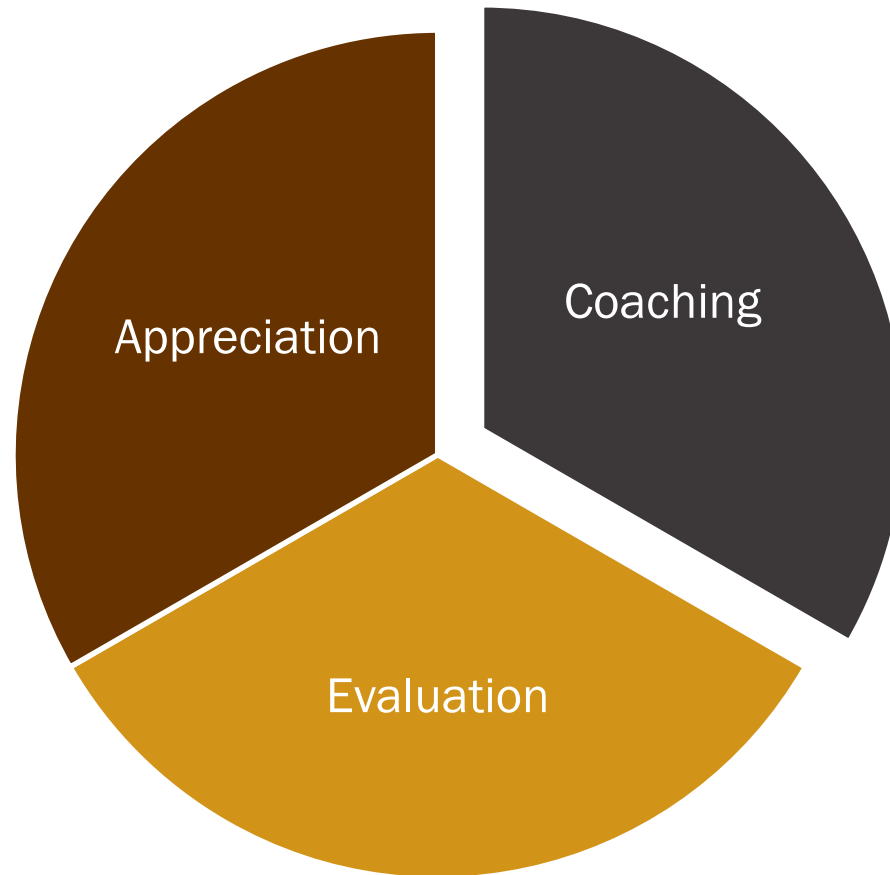- How would you close this conversation?

The Feedback Course of Action

- Separate Appreciation, Coaching, and Evaluation

- Promote a culture of learners

- Model learning, Request feedback

- Manage your own mindset and identity

- Be aware of how differences collide

Separation

Promote A Culture Of Learners

Model and Request

Manage Your Mindset

Differences Collide

Activity

Take a few minutes to rank each of the action items from 1-5, from the most meaningful to least meaningful to you. Once you have finished, share your answers with your small group.

On the Job

Thank you!