

A photograph of two women in an office setting. The woman on the left, with long brown hair and wearing a light pink blouse, is smiling and gesturing with her hands while speaking. The woman on the right, with curly dark hair and wearing a blue top, is seen from the back, listening. They are seated at a white table. A large window in the background shows a cityscape. A semi-transparent white box with a thin black border is centered over the image, containing the text.

EFFECTIVE
FEEDBACK
FOR GREATER
LEADERSHIP
IMPACT

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**Crucial Conversations-
Leading with Emotional
Intelligence**

Bethany Hilton | March 13th 2024

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**The Necessary
Discipline of Leaders**

Daniel Scheufler
March 20th 2024

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Leading with Agility

Tonya Guadiz
Lyn Barrett
March 27th 2024



MARK RUNYON

VICE PRESIDENT OF CONSULTING

Focused on People Leadership & Growth in Atlanta

Manage Large Teams

Lead on Client Delivery Efforts

EMPLOYEE GROWTH LEAD

OFFICE OF CCO

Strategy & Execution around Career Coaching Program

Scaling our Leadership Programs

New Enterprise Integrations

Developing Mentorship Framework

IMPORTANCE OF FEEDBACK

Guidance on business objectives

People crave feedback

Employee growth

Absence of, they wing it



FEEDBACK STATISTICS

60% of survey respondents wanted feedback on a daily or weekly basis.

69% of employees say they would work harder if they felt their efforts were recognized.

92% of respondents agree that giving negative feedback in the right way can improve performance

41% of employees left a job because they felt they weren't listened to

37% of managers feel uncomfortable giving feedback about an employee's performance when they might respond negatively.

WHY GOOD FEEDBACK IS DIFFICULT

Worry how feedback will be received

Power dynamics

Problems with confrontation

Deficient communication skills

Vague feedback



THE CHALLENGE OF REMOTE FEEDBACK

Difficult to build relationships

Context can be challenging

Communication channels



TRAITS OF GIVING EFFECTIVE FEEDBACK



TIMELY

Relevant

Opportunity for Improvement

Clarity

Performance Management

PROMOTES DIALOG

Fosters a collaborative environment

Enhances understanding

Ownership & accountability

Build a safe, supportive environment



BALANCED

Positive with the constructive

Not overly critical or discouraging



SPECIFIC

Clear & concrete information

Actionable

Motivation



OBJECTIVE

What are the facts?

Remove personal biases and assumptions

Fair & credible

BEHAVIOR FOCUSED

Avoid being judgmental

Not focused on character or personality

Less like personal criticism



CONTINUOUS

Ongoing process

Growth depends on it

Builds relationships



PREPARATION

Construction

Dry run the conversation

Plan

Deal with nerves



HOW IS FEEDBACK BEING RECEIVED?

Defensive

Shutting down

Blaming others

Non-verbal queues

JOURNALING

Game film the conversation

Creates awareness

Practice gratitude tracking

It get easier



GRATITUDE

Movie nights

Improving 100

Monetary

Certification compensation

Say thank you

EFFECTIVELY RECEIVING FEEDBACK



ACTIVE LISTENING

Seek to understand before being understood

Silence the world

Show engagement



CLARIFYING QUESTIONS

Refinement

Encourages dialog

Stop the stories



PRACTICE GROWTH MINDSET

With effort, you can improve

Failure is a means to learn

Feedback is essential for growth



DEVELOP AN ACTION PLAN

Use feedback to get better

Plan deliberate actions to take



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THANK YOU

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