

Giving and Receiving Feedback with Finesse



Tour Guide: Dr. Raj Dhasi



Welcome

- Your comfort and learning is most critical – location, hydration, food, etc.
- You can connect with me via text at 604 313 5072.
- Timing and Breaks

Creating Equity through Agile Feedback

Questions, Comments, Ahas, Rejections



Managing Defensive Responses (if time)



Step by step process for giving and receiving feedback



Benefits and challenges of giving and receiving feedback



The **process** by which
the **impact** of an action
is **returned** to us (fed-back)
to **influence** the next action.

“A skilled giver is great, but mostly our lives are populated by everyone else, folks who aren’t so skilled, have their own issues, or are too busy to really give us the time we need. If you’re going to take charge of your own learning you’ve got to get good at learning from these people too. A skillful and thoughtful receiver can draw value out of any feedback – even off-base, poorly timed, or poorly delivered feedback. That’s why the receiver is the key player in the exchange. If you wait around for the best teachers and coaches to arrive in your life, you could be putting your progress on hold for a very long time.”

D. Stone and S. Heen

Why Receiving Feedback is Difficult

- I am not Ok as I am.
- I can't accept and grow because I am not accepted/respected/safe
- It is brutally painful to see myself through your judging eyes.
- You have bad motives towards me.



Benefits of Receiving Feedback



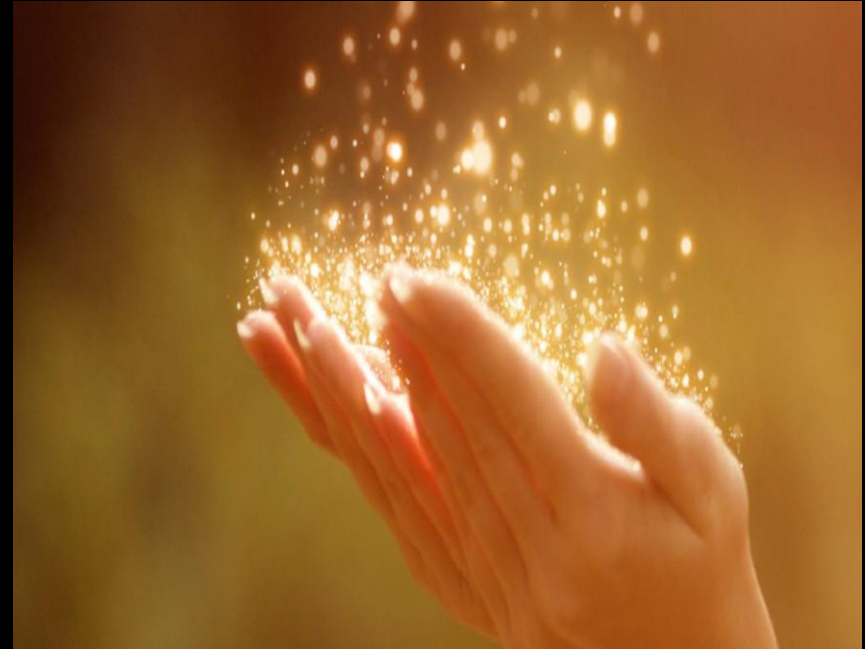
- Change and shift behaviour.
- Enhance relationships.
- Build morale.
- Enhance development.
- Decrease stress and anxiety by removing mystery.
- Sends the message that you are open and confident.
- Helps support others.

- **Consider: Are you in a reality distortion field? Are people catering to your happiness?**
- **See feedback as your responsibility to request.**
- **Determine your baseline.**
- **Make the feedback a normal occurrence in your week.**
- **Ask for the feedback instead of being caught off guard.**
- **Replace insecurity with confidence.**
- **Demonstrate what you see as useful in the feedback.**
- **Embrace failure.**
- **Spend time informally with people who don't think like you so you can build their comfort with you and access their feedback.**

Receiving Feedback Well

- Self-regulate
- Manage your presentation
- Location

- Express appreciation
- Listen to capture main points
- Request permission to clarify
- Acknowledge what has been said
- Invite solutions if it makes sense
- Thank the giver
- Ask to reflect on the feedback



- Digest
- Decide/Commit
- Action plan
- Return



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Risks of Giving Feedback



- Harm relationships.
- Create intense negative emotions.
- Create conflict as it increases blame, judgment, and assumptions.
- Scare people into submission.
- Reduce productivity and contribution.
- Result in having to receive or give more feedback.

Stage Feedback Process

Stage One: Preparation

- What's the feedback?
- My intention in providing the feedback?
- Other info needed?
- What if they get defensive?
- What if I get defensive?

Stage Two: Set up the Conversation

- State you want to provide feedback
- Feedback is about...
- Ask permission if it makes sense
- State your intention
- Set up a date, time, and location.

Stage Three: Have the Conversation

The Feedback Conversation

1. Thank the person for attending
2. State your positive intention
3. Neutrally name the topic of feedback
4. Describe the areas of concern
5. Express the impact of their behavior
6. Involve the other person- manage defensiveness
7. Re-focus back to your feedback and positive intention
8. Formulate a plan of action or confirm understanding


What if the receiver gets agitated?

- Normalize
- Reframe
- Acknowledge and refocus
- Share your positive intention

Debrief

A person is relaxing in a green hammock on a sandy beach. The background shows the ocean and a clear blue sky. The person is holding a drink in their hand.

1. What did I do that worked well?
2. What will I do differently in the future?
3. When will I follow up?
4. What if anything is outstanding for me?

A photograph of autumn foliage. The top right corner shows branches with leaves in shades of orange, yellow, and brown. The background is a soft, out-of-focus landscape with a warm, golden light, possibly from the sun. The ground is covered in fallen leaves. A single leaf is captured in mid-air, falling towards the bottom center.

The trees are about to show us
how lovely it is to let things go.

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