

Session 8: Effective Feedback (1)

The Challenge of Feedback

It is through feedback that we learn, so why do so many people dread it? We are accustomed to being competent adults. We want to “do it right” the first time. Anything less we brand as disappointing or failure, and failure we tend to believe is bad.

Feedback is most valuable when it can be heard in such a way that we can take it on board. We can use feedback to increase our understanding of the impact we have so that we can change our way of behaving and move forward.

The challenge for the person delivering the feedback is to offer it so that it can be heard. This sounds easy enough, but for many of us, our initial response to feedback is to become defensive. Often we will try to deflect the feedback in an attempt to protect ourselves. However, when we do this we are not really hearing the feedback, and we are not likely to use it to implement changes.

A successful feedback system depends on both the person giving and the person receiving the feedback.

Giving feedback is exactly what you do when you are a coach and you will serve your clients best if you are clear, simple and honest.

This does not mean that you need to be harsh or brutal – you want your feedback to be heard. Gauge your client’s response and use softer language if you detect that your client is becoming defensive.

Most importantly think about how you can coach as you give feedback, rather than giving advice or stepping into the space of “ I would have done it this way”

Session 8: Effective Feedback (1) / Assignment

Please ensure that you have read Page 54 and have listened to the MP3 recording before completing the following exercises:

Exercise 1

Think of someone who is terrible at giving Feedback

Give an example of them doing so.

Now answer the following questions:

- What is wrong with the way they do it?
- What three things would you want to avoid doing so that you would not fall into that trap?
- What three things would most enable them to give better feedback?

Exercise 2

Think of two role models of people who know how to give feedback.

Give an example of each doing so.

Model One:

Model Two:

Now list the three most important things they do which result in others being able to hear what they say and use it.

Model One

1)

2)

3)

Model Two

1)

2)

3)

Exercise 3

Now compare your style with theirs and answer the following questions

- How would you rate yourself on a scale of 1 – 10 in comparison to these two people?
- What do you need to do to raise your score?
- So, what is the next step for you in order to be able to raise your score?