

Executive Commute with Jayson Krause

Episode 9 Resource

How Do You Give Great Feedback?

First of all, *why* is this question important?

People crave great feedback, but it rarely happens. When it does, it usually isn't very good.

Remember:

#1. Feedback is happening all the time – when we don't give feedback it unintentionally reinforces that what they are doing is acceptable.

#2. Becoming good at anything requires practice – the more frequently you give feedback, the better you'll get.

#3. We generally wait for huge problems to occur before we start giving feedback and at that point it becomes more difficult to change a behavior.

Steps to becoming masterful at feedback

Shift your perspective. Most leaders think feedback is hard, uncomfortable and that people won't receive it well. Not giving feedback is one of the most selfish things a leader can do. You don't give it because it's uncomfortable for you. Don't let your people walk around with spinach in their teeth.

Feedback is an act of service. When you step into being the custodian of people's development, your feedback is more of a feed-forward activity. Done well, it will elevate people's ability.

Try the BID Model. Behavior, Impact, Do.

- Explain the *behavior* that you saw
- Discuss the *impact* of that behavior
- What do you want them to *do* about it?

Get them to own their feedback. Ask your team members about some of the areas they want to develop.

- What kind of feedback do you want?
- How do you want the feedback?
- When do you NOT want feedback?
- How important is it to you to develop in this area?
- How are you going to make sure you get the feedback you need to grow?

Exercise your feedback muscle and embrace feedback as a critical ingredient to a high-performance environment.

After you've explored this, let us know how it went. What worked, what didn't or what questions do you have. You can leave us a message or voicemail at executivecommute.com.