

Transformative Feedback: The Art of Building Up Not Tearing Down

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What We Will Talk About

- What we understand by feedback
- Stats and Trends
- Why bother
- The brain on feedback
- Shifting perspective
- Q&A





WHAT IS THE FIRST
THING THAT COMES
TO MIND WHEN YOU
HEAR THE WORD
FEEDBACK?

Only 30% of the time giving feedback is successful

1 in 4 dread this evaluation more than anything in their working life

63%: one of the biggest challenge still is the manager's inability or unwillingness to have difficult feedback conversations.

Only 36% of managers complete performance reviews well

55% of employees said their appraisal was unfair and/or inaccurate

Harvard Business Review – Find the Coaching in criticism, 2014

THE STATS

- ✓ One way feedback
- ✓ The Sandwich
- ✓ In the moment feedback
- ✓ Radical Candour

- Positive feedback
- Negative feedback
- Constructive feedback

THE TRENDS



The Brain On Feedback

“When fear is removed, is empowering. When your nervous system is safe, you can do lots of interesting things. When your nervous system detects risk and fear you can’t even sit in your room without being hypervigilant.”

- - Dr Stephen Porges



The Feedback Smart House

For feedback to be transformative, it needs to behave like a smart house.

We cannot divorce this issue from what it is to be human.



Feedback is nourishment, not poison.

Feedback is about growth and building up, not tearing down.

Feedback is for all, but not everyone needs the same kind of nourishment



TRANSFORMATIVE FEEDBACK

THE CORE OF TRANSFORMATIVE FEEDBACK



WHAT ABOUT THE ECOSYSTEM



Let go of control

**Invest in training on how
to receive feedback, not
just giving it**

Foster a feedback culture

**Build safety and rebuild
the purpose of feedback**

**Thinking is as important
as doing**

EMOTIONS



REFLECTION

Good feedback is about being human. Build that equal relationship and trust.

What you don't say matters.

What is more sustainable, to build up or tear down another human being and thus yourself?



GREEK WISDOM

**"A society grows great when old men plant trees
whose shade they know they shall never sit in"**



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Thank you

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