



Reflections
On
Feedback Conversations

Part 1:
Giving Feedback Effectively

2024



Exercise 1: A Personal Experience of Appreciation

Please pause the video and take 10-15 minutes to think of a time when you felt appreciated at work and write down as much as you can remember about that experience. If you cannot think of a work experience, you can use an experience from another aspect of your life.

Elements you might write down include:

- Where and when did this happen?
- Who was involved?
- What was said/not said?
- How specific was the expression of appreciation? (e.g., Did the person say “great job” or did they notice something more specific, like “When you shared slide 5 of your presentation, I could see others in the room nodding with agreement. Your analysis of the experiment results really resonated with this group. I know you put a great deal of time into the experiment and the presentation. Thank you for your hard work.”)
- What were you feeling?
- Did this experience impact your engagement and motivation?

Note: When you are finished, please resume the video



Exercise 2: How Do You Define Feedback?

Please pause the video and take a few minutes to write down some thoughts about feedback. You can use words, phrases, pictures – whatever comes to mind when you think of the word “feedback” in the context of the work environment. When you are finished, please resume the video.



Exercise 3: Feedback Experiences

Please pause the video and take 5-10 minutes to write down as much as you can remember about:

1. *A feedback experience that went well, and*
2. *A feedback experience that went poorly*

The experiences you write about can be from the perspective of the giver or receiver. Keep the definition of feedback in mind – *any information you receive about yourself or give to another.*

You will reflect back on these experiences later in this session. When you are finished, please resume the video.



Exercise 4: Appreciation

Please pause the video and take 10 minutes to think about and answer the questions below. When you are finished, please resume the video.

1. How often do you offer appreciation to someone at work?
2. How many times a week do you notice receiving appreciation at work?
3. What type of appreciation do you like to receive?
4. What type of appreciation feels most comfortable for you to give?
5. Are there people on your team who (might) prefer a different type of appreciation?
6. Think back to exercise 1. Did the type of appreciation make a difference in this instance?



Exercise 5: Coaching (Adapted from the Success Counseling Framework)

Please pause the video and take 5-10 minutes to think about your own goals and do some self-coaching by reflecting on the questions below. When you are finished, please resume the video.

1. What do I want/what are my goals?
2. What have I tried so far?
3. Has it worked the way I want it to work?
4. What other options might I consider trying (do some big brainstorming here)?
5. Which one of these options am I willing to try next?
6. What resources or support do you need from your leader and/or the organization?
7. What is one thing your leader could do to help you achieve your goal? And are you willing to ask your leader for that one thing?



Exercise 6: Evaluation

Please take a few moments and reflect on the feedback experiences you wrote about in exercise three. Focusing on the one that went poorly, write down your thoughts about how the giver could have approached the feedback in a way that would have made it more effective and constructive. When you are finished, please resume the video.



Exercise 7: Feedback Reflections

Again, think back to exercise 3, where you wrote about feedback experiences that were good and bad. With those experiences in mind, please pause the video and take 5-10 minutes to reflect on the prompts below. When you are finished, please resume the video.

- ❖ Identify the type of feedback being given in each scenario in exercise 3 (Appreciation, Coaching, Evaluation)

- ❖ What type of feedback do you prefer to give? Why?

- ❖ What type of feedback is most challenging for you to give? Why?

- ❖ What type of feedback do you prefer to receive? Why?

- ❖ What type of feedback is most challenging for you to receive? Why?