Developing my own EI Tool-Example for EI Class, unit 8

Feedback-Are you Doing Your Part?

Why feedback & Why me? Why now? My style is…

Facing difficulties…

Expanding what I know

Johari Window

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Hierarchy of Needs-Maslow

- Needs are directly related to feedback

Wait… What's in it for me?

- Collectivity- vis a vis individuality
- Intercultural competencies
- Global competence
- Connectivism
- Collaboration
- Other?

Ambiguity + Growth = A New Equation

Now what?

My tools and my brain…which one needs sharpening?

Fight or Flight?

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Choose your feedback brain… train it!

OK – What is the goal and what is the next step?

Objectives

- Un-fusing the blurred functions of feedback
- Feeback for development
- Action planning and practice
- Value added: tools and strategies to start using feedback the way it was designed: effectively, SMARTly and generously
- Other objectives?

Pssst: will provide a new feedback framework…

Be a Toad—give a great feedback

- **Talk about feedback**—REALLY talk. Talk about your style and expectations. Talk about its importance and once you built trust, talk about the feedback fear factor… Talking ABOUT feedback takes care of the preparation
- **Observe**—everything, including what is happening around the issue that caught your eye
- **Ask and Act**—ask if it is OK to provide feedback. Recall and comment on how you talked generically about feedback. It is time. Provide your observations—not judgements. Remember, NVC
- **Develop**—help the other person develop and develop yourself. There is only a win-win when feedback is well delivered. Be a toad. Do not settle for anything less…

Am I qualified?

- If not me, who?

What do you think?

- According to Cleveland, Lim, and Murphy (2007):

  "the only task more difficult than *receiving* performance feedback is *giving* performance feedback"

But… feedback hurts…

Feedback is:

- Free
- Sustainable: The more you give, the more you get
- Growth guarantee…
- …

Engagement and Resilience

- University of the People feedback model
- FWWN Wellbeing Model

- How is your present model supporting your needs and your growth?

MBTI and other psychometric tools

- Why tools?
- How to substitute tools?
- Example: www.humanmetrix.com
- What is my plan and what are my tools?

You BET! Thank you

BET Feedback Model (You Are Doing Good Work)

- **B** (Behavior) The behavior the individual is exhibiting that is benefitting someone
- **E** (Effect) The effect the behavior is having on the success or joy of someone
- **T** Thank you!

BEAR Feedback Model

- BEAR Feedback Model (You Need to Work Harder/Do Better)
- **B (Behavior)** description. The behavior the individual is or is not exhibiting or exhibiting inappropriately
- **E (Effect)** The effect the behavior is having on the team-other individuals-organization, etc.
- **A (Alternative)** A recommendation of the new and improved behavior
- **R (Result)** A description of the positive results that may occur if the individual makes the change, or a suggestion of the consequences that may occur if the individual does not change.

What is your feedback speed?

- What is the frequency and the quality of your feedback?

What do I need?

- Assessment
- Communication
- Support
- Follow-up
- ?

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A different type of food…

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Your model - your decision and commitment

- What framework will I follow and why?

Who will benefit?

- My environment, my peers, my…

From objects (DESC), to food, and animals…

- CAT: **C**ontext, **A**ttitude, **T**ransaction
- DOG: **D**evelop, **O**bserve, **G**O!

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Or, maybe follow a BEAR?

- Following the best framework is important, but what is most important…

Growing my Evaluation Skills

- http://en.nvcwiki.com/index.php/Evaluative_words
- Bloom's Taxonomy

Non Violent Communication (NVC)

- http://www.snehamumbai.org/documents/NVC.pdf
- The language of needs

NVC - continued

- *Dr. Marshall Rosenberg, the founder of Non Violent Communication, says that most often we proclaim: "It's not me, it's him/her that has to change"*
- *NVC is about learning to communicate with compassion towards self and others*
- *Empathy leads to trust and nurture*
- *NVC follows a 4 step process based on* ***Observation, Feeling, Need, and Request.***

What is wrong with judgement and assumptions?

- "I feel angry because you…"
- "I feel angry because I want…"

- **Practice time:** start with a judgement (you make me feel…), and finish with a well-prepared statement, based on needs: when you leave your… tools on the floor it makes me feel unsafe: I need to feel safe walking on the floor, thus could you please, from now on…

What can I do now?

What metaphor will I follow?

Time to decide…

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Your turn—send a text on how your culture has shaped your feedback skills

What do you intend to do about your feedback skills now?

Help and Resources

Your turn—what could be your banana slip?

How will you prevent it?

What do you need now?

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How can I use my culture to my feedback advantage?

Do I feel prepared?

What do I need to leave behind, acquire, change or fuse right now?

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Daily feedback

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If not me, who?

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Where am I?

What benefits?

Documenting my progress

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Celebrating my progress

But, but, why me?

Objects, Food, and Animals—Daily Collective Benefits

Thank you-merci

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Questions?