



iLoveFeedback[®]

Paul McMurray
Insight Management Consulting





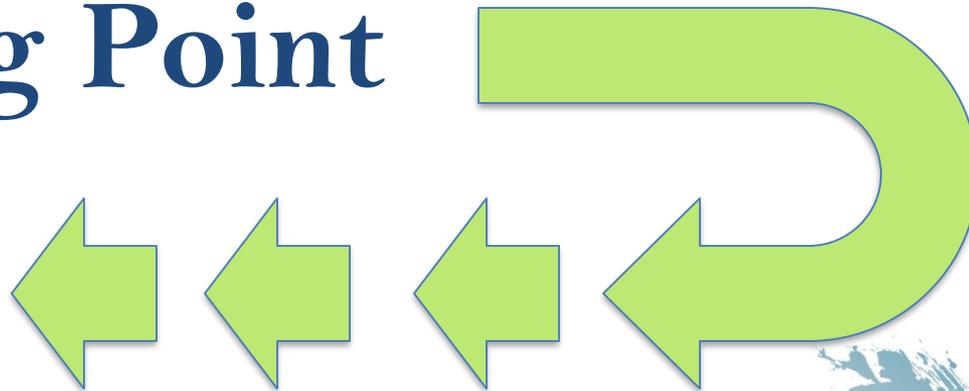
What's Love Got to Do With It?

Think back to a time...

When you had a negative experience...

Now a positive experience....

Turning Point



Five Best Practice Steps for Giving Feedback

- 1 Find Your Zone
- 2 Get Smart
- 3 Create the Message
- 4 Deliver the Feedback
- 5 Encourage, energize & end well

Working Definition of Feedback

Information shared with another person or group for the distinct purpose of improving results or relationships.

Effective feedback is not venting, blaming, shaming or yielding to excuses.





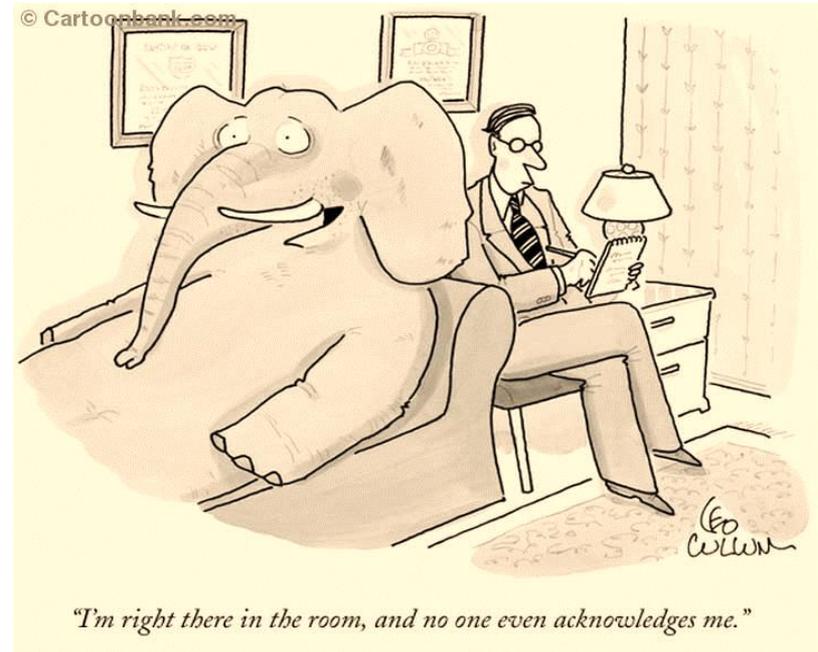
Let's Brainstorm & Problem Solve

Pat is my co-worker – She cuts me off in meetings while I am talking

What will happen if I do not provide feedback?

What could be improved if I do provide feedback?

Why don't we give feedback ? ? ? ? ?



Why Don't We?

What I say to myself that holds me back:	What could it mean:
What if they get mad at me?	Fear of the other person's reaction. People can become defensive and emotional when confronted with feedback.
Who am I to offer feedback?	Low competence and confidence in sharing feedback. Providing feedback is not in the job description.
I don't know how to give feedback.	Lack of practice. It feels uncomfortable and does not feel worth the trouble.
I don't see them regularly, so I don't need to confront them about it.	I have a remote team and sending feedback through email or over the phone is hard because I cannot see facial expressions or be certain if they received the feedback in the way it was intended to build results and relationships.
They are more experienced than I am, so I am sure they know what they are doing.	I am nervous about giving feedback to someone who is older and more established than me in the organization. I was taught to respect my elders.

Three Unique Characteristics:

◆ **Ask Permission**

◆ **What is the Intent?**

Why am I offering this feedback?

What's In It For Them (WIIFT) ?

◆ **Show Appreciation**

How does this person contribute ?



The

Feedback Revolution

Creating a
performance culture
with feedback

Thank You!

Paul McMurray

CEO, Insight Management Consulting

paul@findinsight.com

410-451-2366