Squiggly Careers PodSheets

How to fix feedback

EPISODE 205

Our definition

" **Feedback is information about your impact that helps you to improve.** "

What are your biggest feedback challenges?

What gets in your way?

To get more constructive feedback....

Ask people to score your skills.

1 ————————————————— 10

" On a scale of 1-10 how well do you think I present"
"What would it take for me to get 1-2 points better?"

This helps people to be more specific and objective in their observations and insights.

To get better quality feedback....

Frame your feedback request.

"I want to develop my skills in ..... Could you share one thing you think I do well and one thing that I could improve on?"

This provides a focus for feedback, making it easier for people to share and more useful for you to hear.

To give feedback to your manager...

Use COIN to structure your thoughts.

C — **CONTEXT** - what's the bigger picture?

O — **OBSERVATIONS** - what are you seeing/experiencing?

I — **IMPACT** - how is it making you feel?

N — **NEXT STEPS** - what ideas do you have to move forward?

To give feedback virtually...

Find everyday ways to increase feedback frequency

- Win of the week over Slack/Teams
- Share lessons learnt as a team using a virtual tool like Miro or Mural
- Create a feedback 'buddy' system, where people spot strengths and growth areas for each other

The action I'm going to take is....

Recommended resources

Thanks for the Feedback
Douglas Stone & Sheila Heen

How to master the art of feedback
Squiggly Careers Episode #19

Amazing if