Squiggly Careers PodSheets

How to give and get fast and frequent feedback

EPISODE 301

Feedback is...
- Data for our development
- Insight to help us improve
- How we increase our self-awareness.

Feedback is how...
- We know if our intent matches our impact
- We discover blind spots
- We stay a 'work in progress'.

Feedback is limited by...

Formality

too much process and procedure

Fear

confidence gremlins getting in the way

> Self-awareness is the most important skill to be successful in the 21st century at work.
> **Tasha Eurich**

Ideas for action

1 **1's win** Ask people to focus their feedback:
- *What was 1 thing you found useful about that presentation..?*
- *What is 1 thing that you think is missing from that presentation?*

2 **Praise +** Add the why into what someone has done well. Sounds like:
"I thought that was brilliant because ...."

3 **Strengths spotter** Help people to see their strengths in action:
- *I see you at your best when....*
- *One of the ways you're really useful for our team is.....*

4 **Autopilot vs. Auto-improve** Review your repeated activities (eg creating the monthly report) and ask for *even better if* feedback.
- *What could make the report even better next time?*

5 **Quick questions** Bring frequent feedback questions to everyday work conversations:
- *What is the most helpful thing I do for you today?*
- *What could I do differently between now and xx date, that you would find most useful?*

Flip your feedback

Check assumptions you might be making to increase the amount and the impact of the feedback you receive

≈ **From:** formal 'I need to fill out a form'
To: regular and frequent

≈ **From:** general 'Can I have some feedback?'
To: relevant 'I want to make my emails more succinct, can you share your thoughts on how you find them today?'

≈ **From:** occasional 'part of our quarterly review'
To: real-time, fast feedback

≈ **From:** add on, something you have to find time for
To: add in, to something that already exists (e.g. 121s / team meetings)

Coach Yourself Questions

? **Which area of your work would you like more feedback on?**

? **How could you practice giving fast and frequent feedback?**

Recommended resources

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

How to fix feedback
Squiggly Careers episode #205

Feedback and the skill of radical candour
Squiggly Careers episode #211

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