



The Gift of Feedback

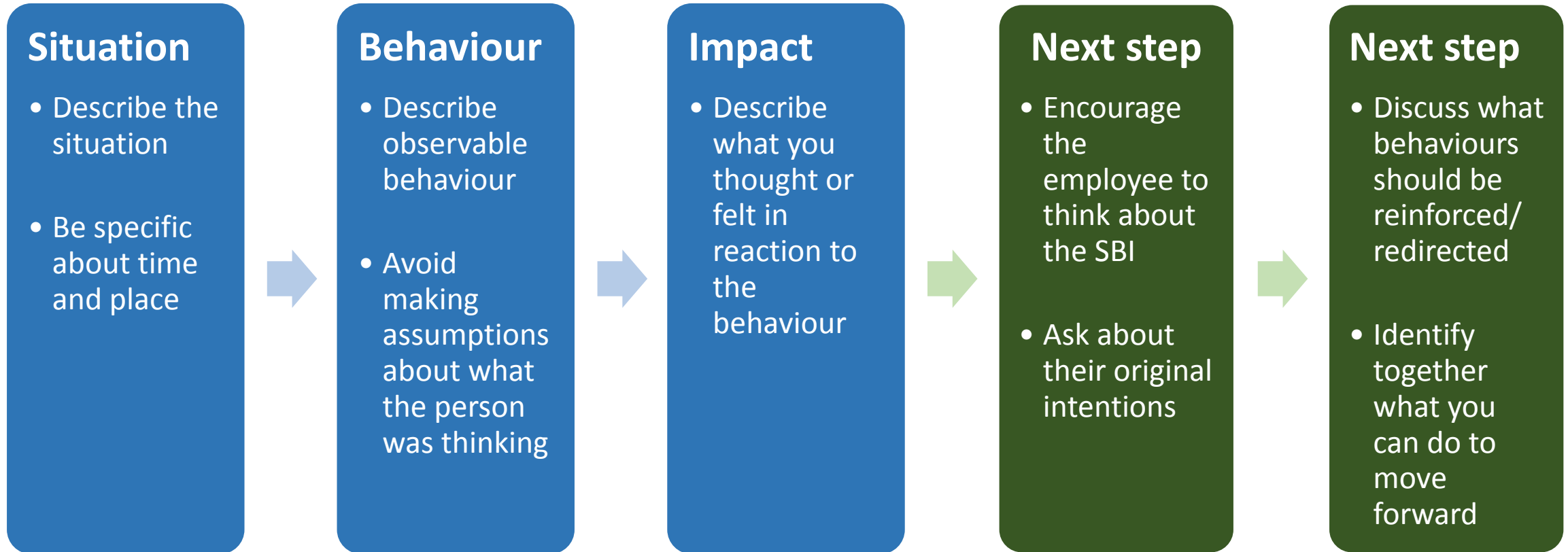
Presented by Gayathri Kurukulasuriya



“

Feedback is a
gift.

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This morning when we were in our team meeting,

I noticed you were keen to contribute your ideas. I also noticed that you didn't leave much room for others to bring their ideas to the table. In particular, I noticed that you spoke over Alex several times through the meeting.

This made Alex reluctant to share his thoughts and ideas with the team. And I know Alex had some thoughts and ideas he wanted to share with the team too.

Did you notice this too? What are your thoughts on this?



- I'd like to give you some feedback, is now a good time?
- Do you have a moment to catch up on how X went?
- Can we debrief on X?
- Can we talk about X – what do you think is going well or what didn't go well?



- What do you think is going well or what didn't go well?
- What do you feel your struggling with, and what have you done in the past that's worked in a similar situation?
- Tell me how you feel about X
- What do you think about X?
- What are your thoughts on X?
- What do you think you could do differently next time?
- What support can I offer you to do X?

Thank you for running the team meeting this morning. I thought you did an excellent job.

I noticed you had done your research, prepared comprehensive handouts which you made sure everyone had in advance, and you made sure the meeting started on time!

You presented the content in a way that was easy to understand, and you kept it interesting! All the questions were answered correctly, and I've already received some great feedback from the team that echoes these same thoughts. Well done!

How do you feel it went?

Recap

- Feedback is essential because it helps us grow and thrive.
- Situation-behaviour-impact (SBI) model for structuring feedback conversations.
- Characteristics of effective feedback conversations.
- Useful language for feedback conversations.





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