

# SPONSOR TRAINING SERIES

## HOW TO GIVE FEEDBACK?

7<sup>th</sup> February 2022, 13:00 – 14:30, MS Teams

### AGENDA

#### 13.00 Welcome and introduction

*James Allen, Managing Director, Creative Huddle*

Feedback is essential for professional development and healthy relationships, but many of us find giving feedback difficult. This session provides practical insight and approaches to help participants develop a confident and proactive approach to providing feedback to their sponsees.

#### 13.05 What is Feedback?

*James Allen, Managing Director, Creative Huddle*

There are three kinds of feedback:

- Appreciation, which shows people their efforts are valued
- Coaching, which aims to help someone learn, grow or change
- Evaluation, where you tell someone where they stand in terms of their performance.

#### 13.20 How do people typically react to Feedback

*James Allen, Managing Director, Creative Huddle*

Despite your good intentions in giving feedback, have people sometimes taken things the wrong way, or become defensive? Understanding why this happens can help us structure and frame our feedback so it's received in a positive way. It also helps to understand how we come across when giving feedback, so we can get our delivery right.

#### 13.40 When is Feedback useful and appropriate?

*James Allen, Managing Director, Creative Huddle*

Feedback is most useful when it's actionable and when there is a clear opportunity to transfer the feedback to a positive result. Let's look at the situations in which you might want to give feedback to your sponsees and identify the most useful and appropriate examples.

#### 13.50 How should you structure Feedback conversations?

*James Allen, Managing Director, Creative Huddle*

It can be useful to use a Situation-Behaviour-Impact approach when designing a feedback conversation:

- Be clear on the specific situation you're addressing
- Be equally clear on the specific behaviour

- Highlight the impact of the person's behaviour

We'll run through some examples and encourage you to identify some examples that you can try this approach out on.

#### **14.05 How can you encourage people to react with a growth mindset?**

*James Allen, Managing Director, Creative Huddle*

Carol Dweck's research showed that some people have a "fixed mindset", believing that intelligence is static, leading to a desire to look smart and therefore a tendency to avoid challenges, give up easily, see effort as fruitless or worse, ignore useful negative feedback and feel threatened by the success of others. Others show a "growth mindset", believing that intelligence can be developed, leading to a desire to learn and therefore a tendency to embrace challenges, persist in the face of setbacks, see effort as the path to mastery, learn from criticism, and find lessons and inspiration in the success of others. Helping people understand this, and guiding them towards the growth mindset approach, will see your feedback appreciated and acted on in the right way.

#### **14:15 Making a plan for future feedback**

*James Allen, Managing Director, Creative Huddle*

*Based on everything we've covered in this session, let's make a tangible plan for future feedback conversations. Who will you offer feedback to and how?*

#### **14.30 Close**