GLP's Feedback Culture: Tending the Garden

Welcome [5 min.]

Welcome. At GLP, we enjoy and manage many relationships -- all of which can be strengthened by a healthy exchange of feedback. By the end of this hour, we will have:

1. Highlighted what's working for us in GLP's current approach to feedback;

2. Named factors that contribute to the success of a feedback exchange;

3. Explored ways to strengthen our feedback culture and taken one step in that direction.

Feedback in the World of GLP [10 min.]

For years, GLP's core course (currently "Foundations of Dialogue Education") included 1) a set of guidelines around giving and getting feedback; and, 2) a carefully-sequenced feedback model. This approach to feedback has taken root and spread across GLP culture.

Sample Feedback Guidelines:
- o Be lavish, sincere, and specific in our affirmations.
- o Offer suggestions in the form of "how about."
- o Receive feedback with a simple "thank you."

Sample Feedback Process:
To the teachers: *What did you like? What would you do differently?*
To the learners: *What did you like? What suggestions do you have for change?*

More recently, we've established routines and tools for ….

- GLP to gather feedback directly from learners <u>after</u> courses and from clients <u>after</u> consulting gigs;

- CCTs to gather feedback from learners <u>during</u> a course; and from clients <u>during</u> a contract.

In addition, many of us have integrated feedback into our routine project meetings.

👥 In pairs, take 5 min. to exchange:

What do you APPRECIATE about GLP's feedback culture or approach, as you've experienced it?

Successful Feedback Stories [15 min.]

Let's further solidify and deepen our company's approach to feedback through an exchange of stories. We'll begin with one story that Val and Tyler consider "successful" because it had a positive impact on the relationship and the work. As you listen to the story, NOTICE:

What do you think may have contributed to the success of this feedback experience?

👥   In pairs, take 8 min. to each exchange one feedback story that you would consider a success. Notice:

What may have contributed to the success of these stories?

Type "factors for successful feedback" into our shared CHAT.

We will type these up and share them back out.

More to Think About ... [10 min.]

It might be helpful to distinguish between input and feedback.

Input = Contributing to the development of a product or idea. It is usually invited.

Feedback = Responding (with an observation, praise or a suggestion) to something that happened. It may be invited – or may need to be offered, uninvited.

Feedback, by definition, can feel personal.

When giving feedback:

- Timing is key.
- Permission is important.
- Intent is everything.

When receiving feedback:

- Remember this is one person's observation or perspective.
- Listen for what resonates for *you*.
- Give it time to soak in.

✏️   Reflect silently:

Think of a time that you received feedback in the context of GLP. Jot down privately: How did it impact you, the relationship, the work? What might have made that exchange more successful?

Strengthening Feedback in all GLP Relationships [10 min.]

In full group, respond to two POLL questions:

In which of these relationships do you feel most on top of a healthy feedback culture?
- o Giving feedback to other GLP team members
- o Getting feedback from other GLP team members
- o Giving feedback to clients
- o Getting feedback from clients

Which of these do you want to focus on improving in 2021?
- o Giving feedback to other GLP team members
- o Getting feedback from other GLP team members
- o Giving feedback to clients
- o Getting feedback from clients

📝   Solo:

Choose one specific, current relationship that could benefit from more attention to feedback. Take a silent moment to think it through. TODAY, take one step toward giving or getting that feedback. For example, protect time in your calendar to compose an email or send a text requesting a time that might work for the other person/s.

Closing [10 min.]

Thank you!

📝   Our next CCT gathering on March 10th is a totally unstructured time for "mutual mentoring."

Together, may we continue to tend the garden of GLP's feedback culture!

Before Zooming off, please …

- ● Check out the list of feedback resources, below. Choose one resource you'd like to explore further. All of these resources are housed here in our new OD folder so you can access them and add to them anytime!

- ● Provide your FEEDBACK on this first 2021 GLP team gathering (using the survey in the CHAT).

Resources for You to Explore…

Engaged Feedback Checklist: A 1 page checklist to get ready to give feedback. *Brene Brown*, Daring Greatly

Giving and Receiving Feedback: A 4 minute read about how feedback can expand our windows of self-awareness. *Newman Alexandar*

Manager Tools (MT) – A podcast and written tips about the MT feedback model (with focus on how Managers can give feedback to their "Directs"). Check out: How to Ask for Basic Feedback, How to Give Feedback -- and reach out to Tyler if you want to talk about this great resource!

Mind Tools Communication Skills: Feedback: A host of short articles and resources for giving/ getting feedback in the workplace.