**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.

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| Sample Feedback Guidelines:* Be lavish, sincere, and specific in our affirmations.
* Offer suggestions in the form of “how about.”
* 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?* |
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More recently, we’ve established routines and tools for ….

* GLP to gather feedback directly from learners after courses and from clients after consulting gigs;
* CCTs to gather feedback from learners during a course; and from clients during 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?*

* Giving feedback to other GLP team members
* Getting feedback from other GLP team members
* Giving feedback to clients
* Getting feedback from clients

*Which of these do you want to focus on improving in 2021?*

* Giving feedback to other GLP team members
* Getting feedback from other GLP team members
* Giving feedback to clients
* 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](https://glpvt.sharepoint.com/%3Af%3A/g/Etdt4qheBZpHr7N0Q9OVrVEBTk-Gf6OZqzOAkwZMBbAwRQ?e=a6zZXh) 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:](https://glpvt.sharepoint.com/%3Ab%3A/g/EYkOC0_AfOBFmufZD-qqcR0BiyOy1RL4CB4MUhIyL1Drig?e=5OKvbp) A 1 page checklist to get ready to give feedback. *Brene Brown*, Daring Greatly

[Giving and Receiving Feedback](https://medium.com/%40newmanalexander/giving-and-receiving-feedback-3b3035af257c): A 4 minute read about how feedback can expand our windows of self-awareness. *Newman Alexandar*

[Manager Tools](https://www.manager-tools.com/get-answers?search=Feedback%20model) (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](https://glpvt.sharepoint.com/%3Ab%3A/g/Ear3tky4WUVAtTzIrxqKHJ4B6iUmJQoksIT38vdeEMvwSg?e=K1f7lK), [How to Give Feedback](https://glpvt.sharepoint.com/%3Ab%3A/g/ERieEXCndb1Llxh6DyKvOccBQ4_--Nd4YGTigfXhN1_kEQ?e=H6z74d) -- and reach out to Tyler if you want to talk about this great resource!

[Mind Tools Communication Skills: Feedback](https://www.mindtools.com/pages/main/communication_skills.htm#Feedback): A host of short articles and resources for giving/ getting feedback in the workplace.