

# Giving and Receiving Feedback – Skills for Supervisors

## Overview

During this interactive webinar, supervisors will learn and practice key skills and attitudes for giving and receiving feedback. Attendees will learn the three key skills of giving feedback and some best practices for inviting and receiving feedback. Join us to increase your confidence as a supervisor and support your staff in reaching their full potential.

### **Webinar**

#### **Giving and Receiving Feedback – Skills for Supervisors** with Mike Beebe, Leadership for Change

<https://vimeo.com/263421354>

Date: February 15, 2018

#### **In this webinar you'll learn:**

- Learn best practices for receiving feedback
- Learn three key skills of giving feedback: Objective, Observation, Appreciative, Feedback, Developmental Feedback
- Feel more confident as a supervisor

### **Presenter**

#### ***Mike Beebe, Leadership for Change***

Mike decided to take his passion for leadership development training and start Leadership for Change in 2004. Since then, he has worked with thousands of individuals and groups to help develop their leadership skills. Mike has over 20 years of experience managing youth & adult leadership programs and is passionate about partnering with young people to create positive social change. His experience includes directing Penny Harvest Seattle, a youth philanthropy & service learning program, JustServe AmeriCorps, a youth anti-violence program, TEEN LINK, a hotline for youth answered by youth, and serving on the Board of Directors for COLAGE (Children of Lesbians and Gays Everywhere), a national organization advocating for the rights of GLBT families.

### **Resources needed**

1. Computer. We recommend you download the webinar onto the desktop so that you aren't relying on the Internet.
2. Projector/screen or HD television.
3. Handouts & Tools – [Presentation Slideshow](#) and [Giving and Receiving Feedback Resources](#)

# Giving and Receiving Feedback – Skills for Supervisors

## Discussion Guide

### **Key questions**

- Think of a time you received feedback that you felt was NOT helpful
- Now think of a time you received helpful feedback from a co-worker; supervisor; or colleague?
- What are three triggers (or obstacles) to receiving feedback?
- What are three key skills to giving feedback?
- Do you like giving “constructive criticism”? Why/why not?

### **Clips of video**

#### **08:12– 13:43 – What's your experience?**

*Mike asks you to think of a time you received feedback that you thought was not helpful and a time when it was helpful from your co-workers, supervisor, or colleague.*

Feedback that was NOT helpful:

- What was it about it that you found unhelpful?
- What did that other person do/say?
- What was their tone, other non-verbal communication you remember?
- Where were you?

Feedback that WAS helpful:

- What about that feedback did you find helpful?
- What did that other person do, say, suggest?
- How did they give the feedback?

#### **13:49-16:01– What are three triggers (or obstacles) to receiving feedback?**

*Mike talks about the three triggers to receiving feedback: truth, relationship, and identity.*

- How do you shift from “that’s wrong” to “tell me more”?
- What’s one thing you see me doing that gets in my own way? What’s one thing I could change that would make a difference to you?

#### **16:01-24:22– What are three key skills to giving feedback?**

*Mike discusses the three skills to giving feedback: objective observation, appreciative feedback, and developmental feedback. Have you asked your staff how they like to receive feedback?*

- What is objective observation? Give some examples.
- What is appreciative feedback? Give some examples.
- What is developmental feedback? Give some examples.

#### **24:22- 37:13– What is objective observation?**

*Mike talks about articulating what you see without interpretation, evaluation, or judgment...no more, no less. Objective observation is the foundation to giving helpful feedback.*

- Give an example of an objective observation. What happens in those interactions?

- What did you actually see or hear in your observations?

**37:13-40:27– What is appreciative feedback?**

*Mike addresses the observation and appreciation of the positive impact that leads to supporting and encouraging current behavior.*

- What are three steps you can take to provide appreciative feedback?
- What positive action, behavior, or demonstrated quality did you observe?
- Do you communicate what the behavior means to you or the impact that it has made to the team, project, or organization?

**40:27-55:20– What is developmental feedback?**

*Mike talks about how observation, the impact of behavior, and request for the future leads to improved behavior/performance.*

- How do you let someone know that you've heard them?

**Actions to take the next step**

- Look at how this feedback will fit within your formal performance review procedures
- Set a plan for how/when you will document in writing
- Use the [Giving and Receiving Feedback handout](#) as a resource and answer the questions
- Be willing to be uncomfortable and have the challenging conversations with staff...everyone will grow as a result (including you!)

**Resources for further information**

Website: [www.leadershipforchangeconsulting.com](http://www.leadershipforchangeconsulting.com)