LEARN FEEDBACK

#eatpconf

WHY FEEDBACK MATTERS

- Increased costs
- Increased Errors
- Increased Waste
- Increased Inefficiencies
- Increased Engagement
- Increased Communication Effectiveness

- Decreased Performance
- Decreased Productivity
- Decreased Morale
- Decreased Innovation
- Decreased Retention
- Decreased Conflicts
- Decreased Employee Satisfaction/Job Satisfaction
- Decreased Accountability
- Decreased Interpersonal Conflict

"Information about reactions to a product, a person's performance of a task, etc. which is used as a basis for improvement."

Oxford English Dictionary

"Feedback is the primary tool used to provide employees with information and guidance. Feedback consists of two-way communication."

US Office of Personnel Management (OPM)

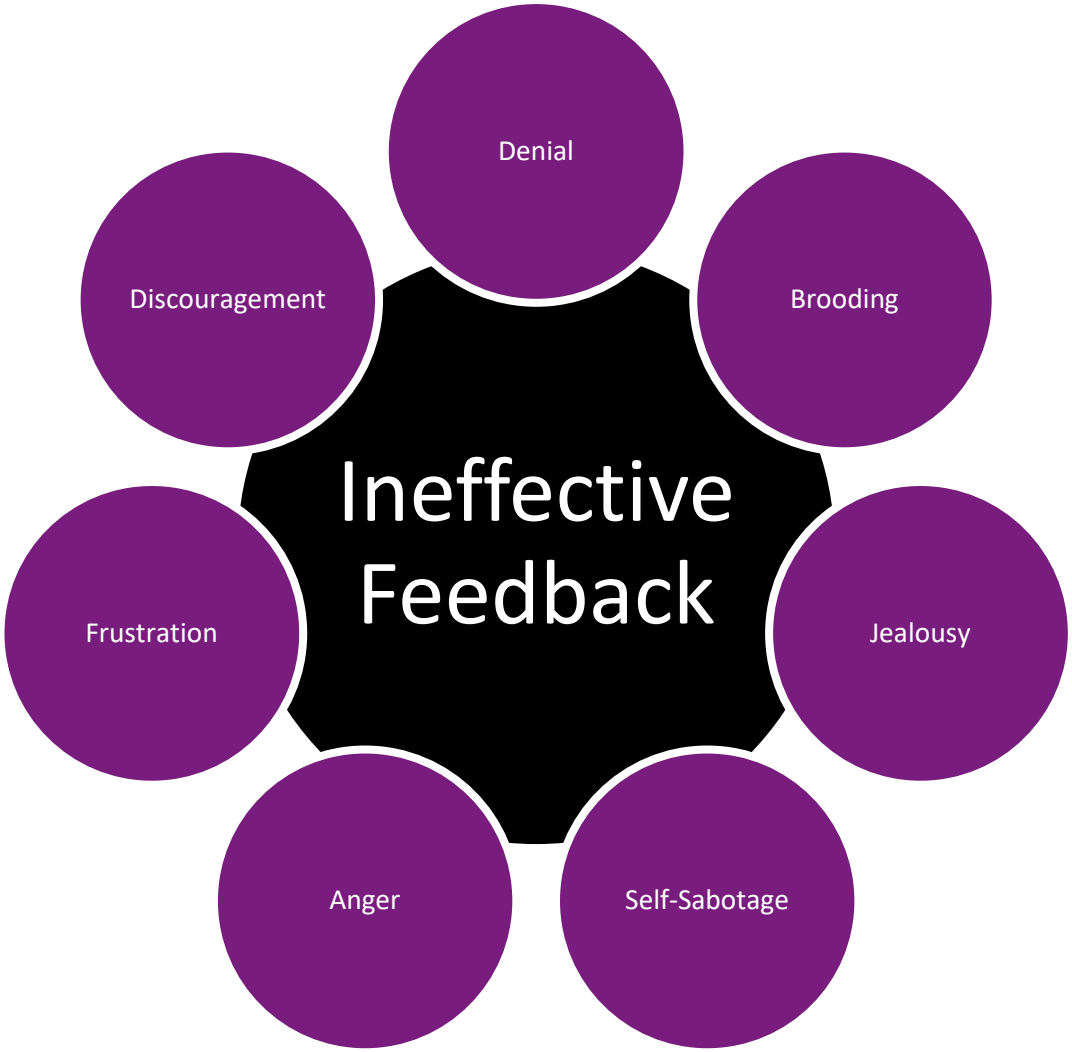
"Performance feedback is the on-going process between employee and manager where information is exchanged concerning the performance expected and the performance exhibited. Constructive feedback can praise good performance or correct poor performance and should always be tied to the performance standards."

Indiana University

FEEDBACK AND ORGANIZATIONAL OUTCOMES

- Feedback can increase productivity (Kuhnen & Tymula, 2012)
- Feedback can motivate the pursuit of goals (Fishbach, Eyal, & Finkelstein, 2010)
- Feedback can increase employee motivation, commitment, and confidence (Grant, HBR)
- Feedback can improve engagement (Saks, 2006)
- Feedback can improve performance (Walker & Smither, 2006)
- Feedback can facilitate growth and learning (Kollöffel & de Jong, 2014)
- Feedback may lead to increased organizational financial performance (Kim, Atwater, Patel, & Smither, 2016)

OUTCOMES OF INEFFECTIVE FEEDBACK (KNESEK, 2015)



WHAT IS FEEDBACK?

To Complete Some Task More Effectively

THE FOUR AREAS OF DELIVERING FEEDBACK

1. Opportunistic Coaching Feedback

- The individual delivers feedback that includes facts, clear expectations, and a balance of positive and critical feedback. They also provide suggestions for improvement, and allow for a two-way dialogue between giver and receiver.

2. Empathetic Feedback

- The individual delivers feedback that takes the receivers situation, experiences, and perspective into consideration. This is expressed in the timing of the feedback, consideration of their workloads, adapting your communication style to theirs, and mitigating the impact of the feedback

3. Progressive Feedback

- The individual finds ways to improve and monitor the feedback they deliver.

4. Active Communication Feedback

- The individual delivers feedback that demonstrates attentiveness, active listening, clear communication, and self-assessment in terms of body language and tone.

THE FIVE AREAS OF RECEIVING FEEDBACK

1. Self-Regulation Feedback

- The individual receiving feedback uses it effectively to improve performance and manage/adjust their work-related goals. In addition, the individual learns to become aware of their behaviors and manage their emotional reactions when receiving the feedback.

2. Reactive Feedback

- The individual has difficulty receiving feedback. They are often surprised, overwhelmed, irritated, and/or resistant to accepting feedback and they actively choose to ignore the feedback and/or not incorporate it readily.

3. Contingent Feedback

- The individual receiving feedback will only use the feedback based on contingencies such as who delivers the feedback, what type of feedback it may be, and how quickly it is delivered (e.g., credible source, trusting person, positive vs. constructive, promptly).

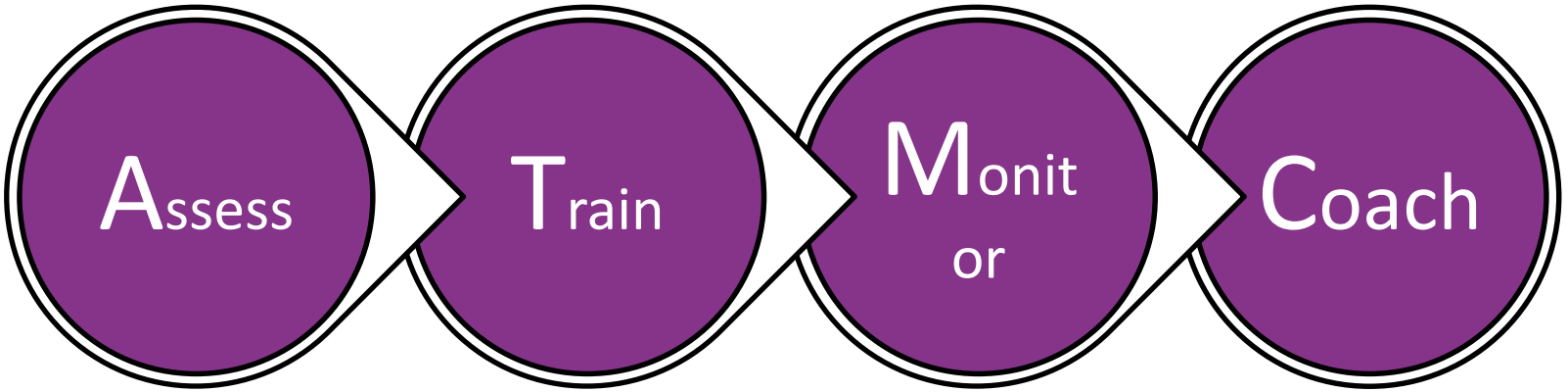
4. Solicitation Feedback

- The individual receiving feedback seeks out ways to supplement it by other means, such as asking questions to the individual delivering the feedback or others to gain further clarity.

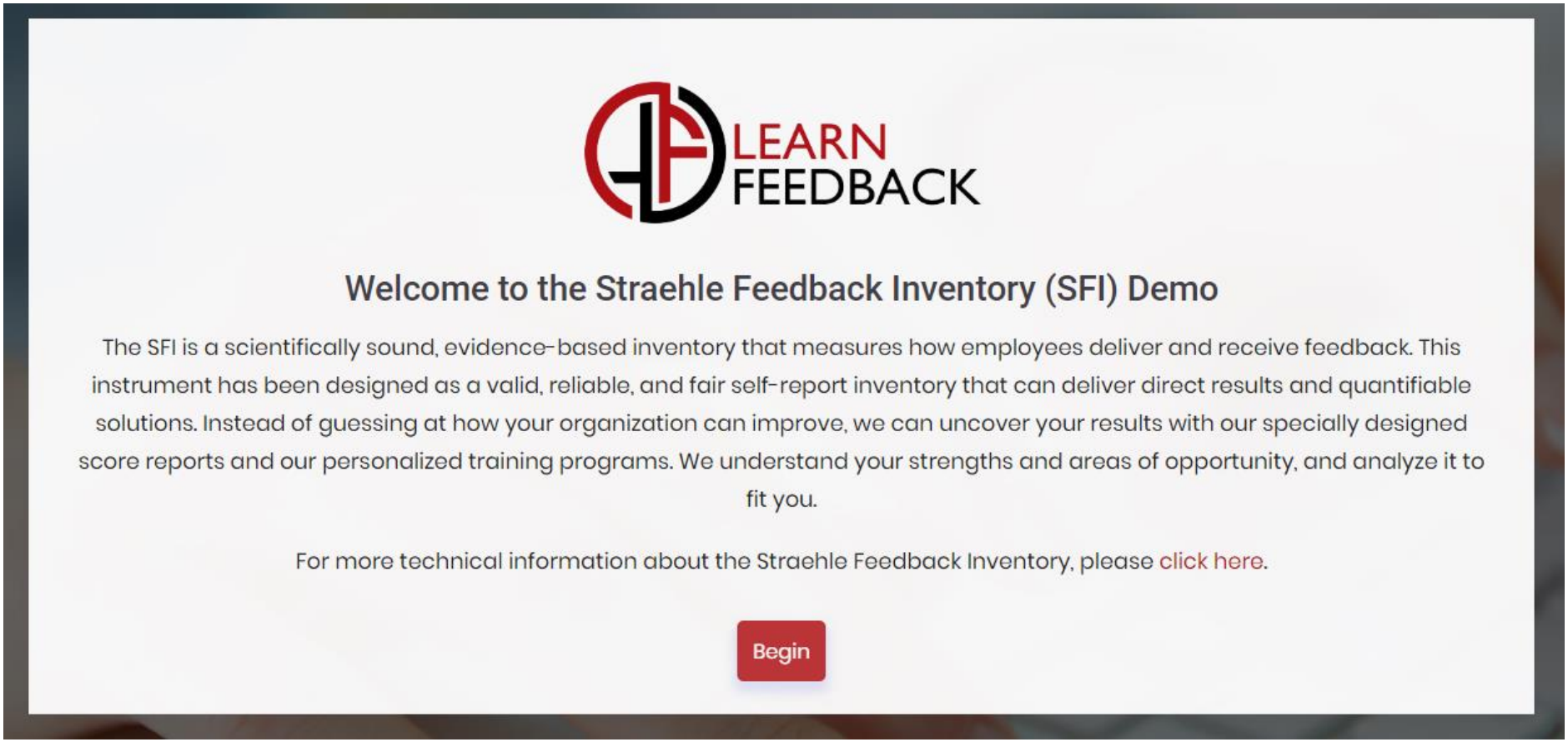
5. Evidential Feedback

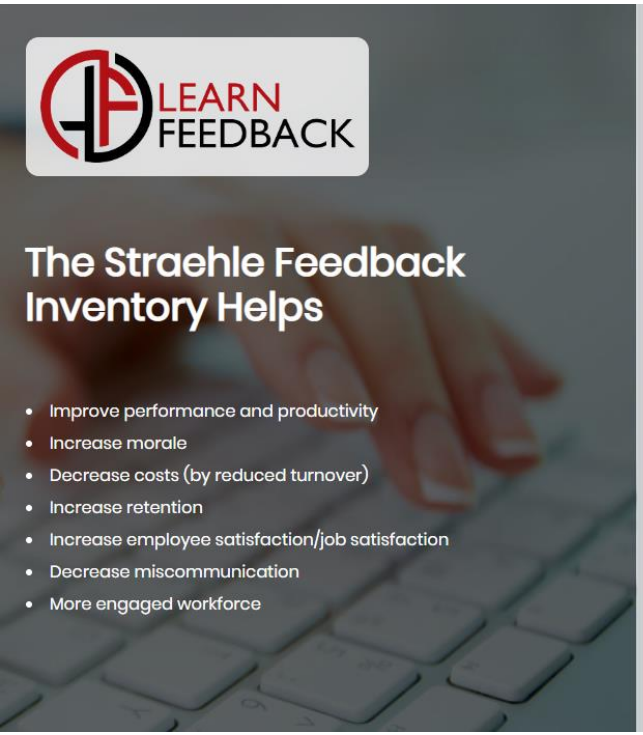
- The individual receiving the feedback is comfortable contesting the feedback received with facts and/or examples.

THE SOLUTION–LEARNFEEDBACK PROGRAM



Assess


LEARN
FEEDBACK
Welcome to the Straehle Feedback Inventory (SFI) Demo
The SFI is a scientifically sound, evidence-based inventory that measures how employees deliver and receive feedback. This instrument has been designed as a valid, reliable, and fair self-report inventory that can deliver direct results and quantifiable solutions. Instead of guessing at how your organization can improve, we can uncover your results with our specially designed score reports and our personalized training programs. We understand your strengths and areas of opportunity, and analyze it to fit you.
For more technical information about the Straehle Feedback Inventory, please click here.
Begin



Tell us about Yourself

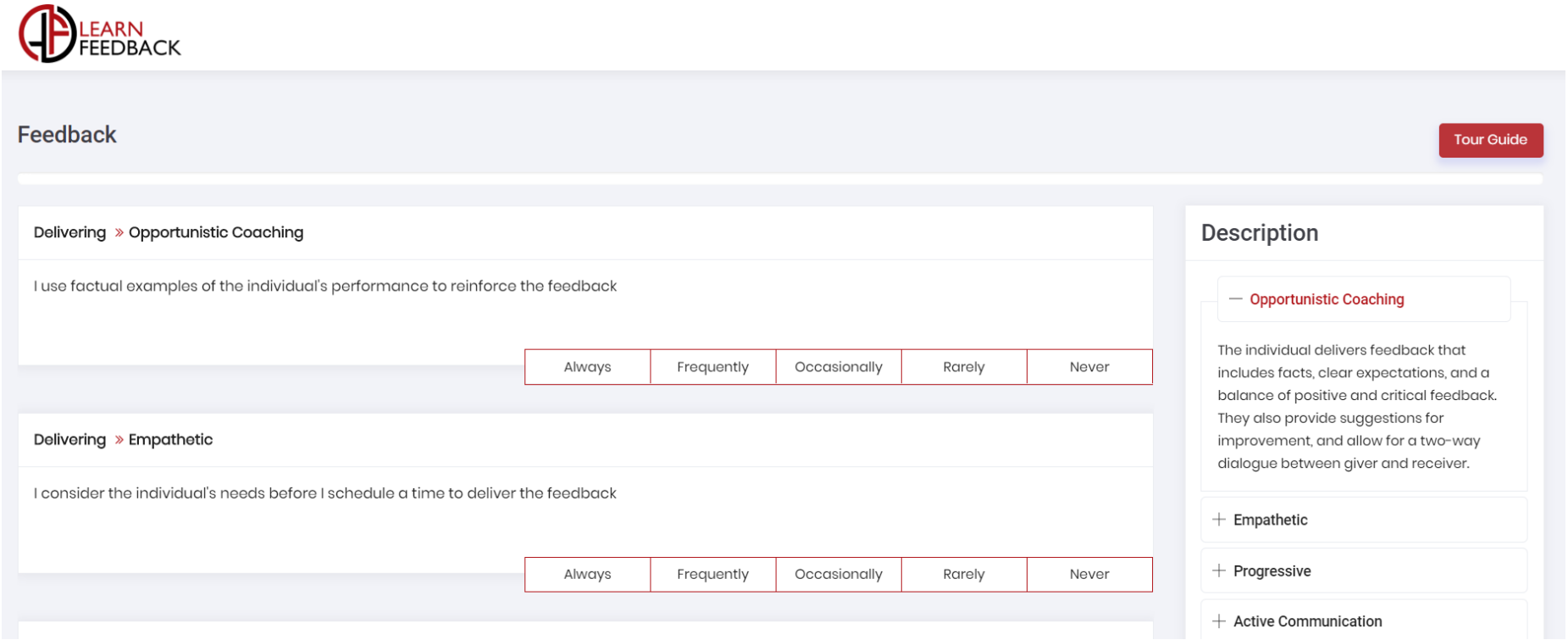
First Name

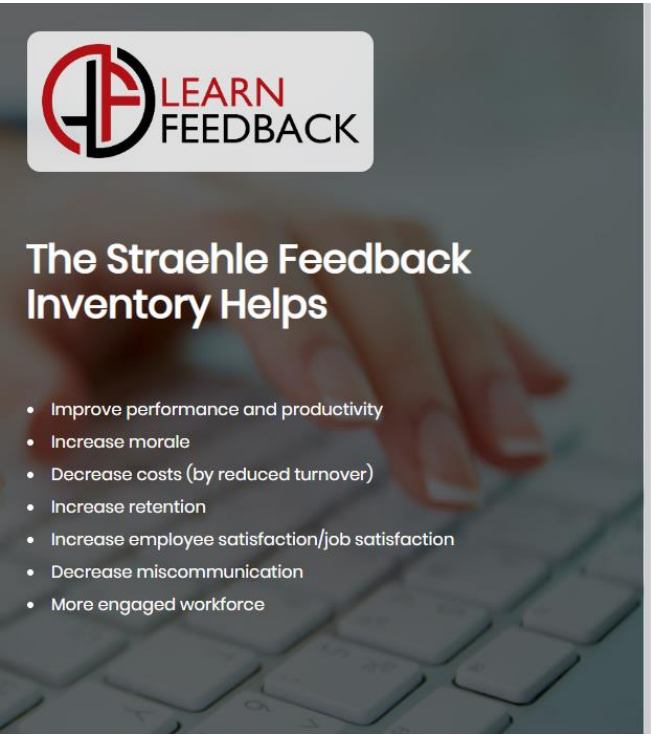
Last Name

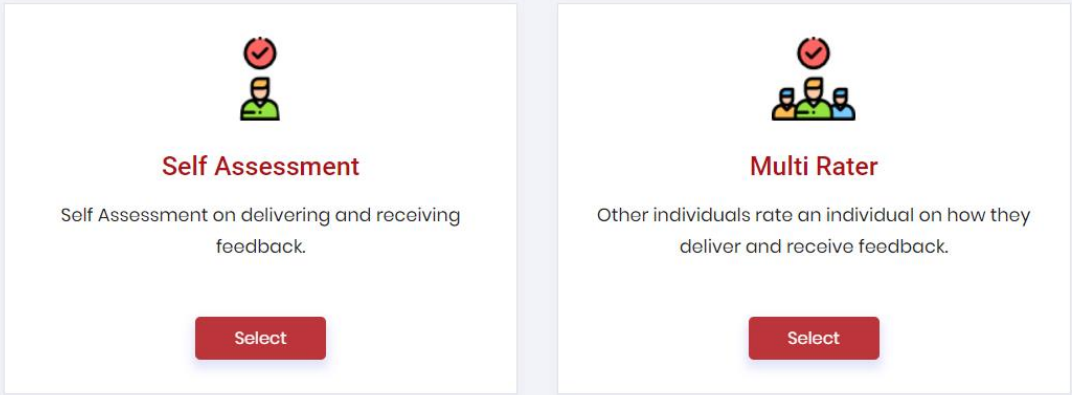
Email Address

Company Name

Submit


LEARN FEEDBACK
Feedback
Tour Guide
Delivering » Opportunistic Coaching
I use factual examples of the individual's performance to reinforce the feedback
Always
Frequently
Occasionally
Rarely
Never
Delivering » Empathetic
I consider the individual's needs before I schedule a time to deliver the feedback
Always
Frequently
Occasionally
Rarely
Never
Description
Opportunistic Coaching
The individual delivers feedback that includes facts, clear expectations, and a balance of positive and critical feedback. They also provide suggestions for improvement, and allow for a two-way dialogue between giver and receiver.
Empathetic
Progressive
Active Communication


LEARN FEEDBACK
The Straehle Feedback Inventory Helps
Improve performance and productivity
Increase morale
Decrease costs (by reduced turnover)
Increase retention
Increase employee satisfaction/job satisfaction
Decrease miscommunication
More engaged workforce


Self Assessment
Self Assessment on delivering and receiving feedback.
Select
Multi Rater
Other individuals rate an individual on how they deliver and receive feedback.
Select

LEARN FEEDBACK

Feedback

Tour Guide

When I deliver feedback :

Delivering » Opportunistic Coaching

I use factual examples of the individual's performance to reinforce the feedback

Always	Frequently	Occasionally	Rarely	Never

Delivering » Empathetic

I consider the individual's needs before I schedule a time to deliver the feedback

Always	Frequently	Occasionally	Rarely	Never

Description

— Opportunistic Coaching

The individual delivers feedback that includes facts, clear expectations, and a balance of positive and critical feedback. They also provide suggestions for improvement, and allow for a two-way dialogue between giver and receiver.

+ Empathetic

+ Progressive

+ Active Communication

+ Self Regulation

Feedback

Tour Guide

100%

When I receive feedback :

Receiving » Self-Regulation

I manage my emotional reaction

Always	Frequently	Occasionally	Rarely	Never

Receiving » Reactive

I am surprised about the feedback I received

Always	Frequently	Occasionally	Rarely	Never

Receiving » Contingent

Description

— Opportunistic Coaching

The individual delivers feedback that includes facts, clear expectations, and a balance of positive and critical feedback. They also provide suggestions for improvement, and allow for a two-way dialogue between giver and receiver.

+ Empathetic

+ Progressive

+ Active Communication

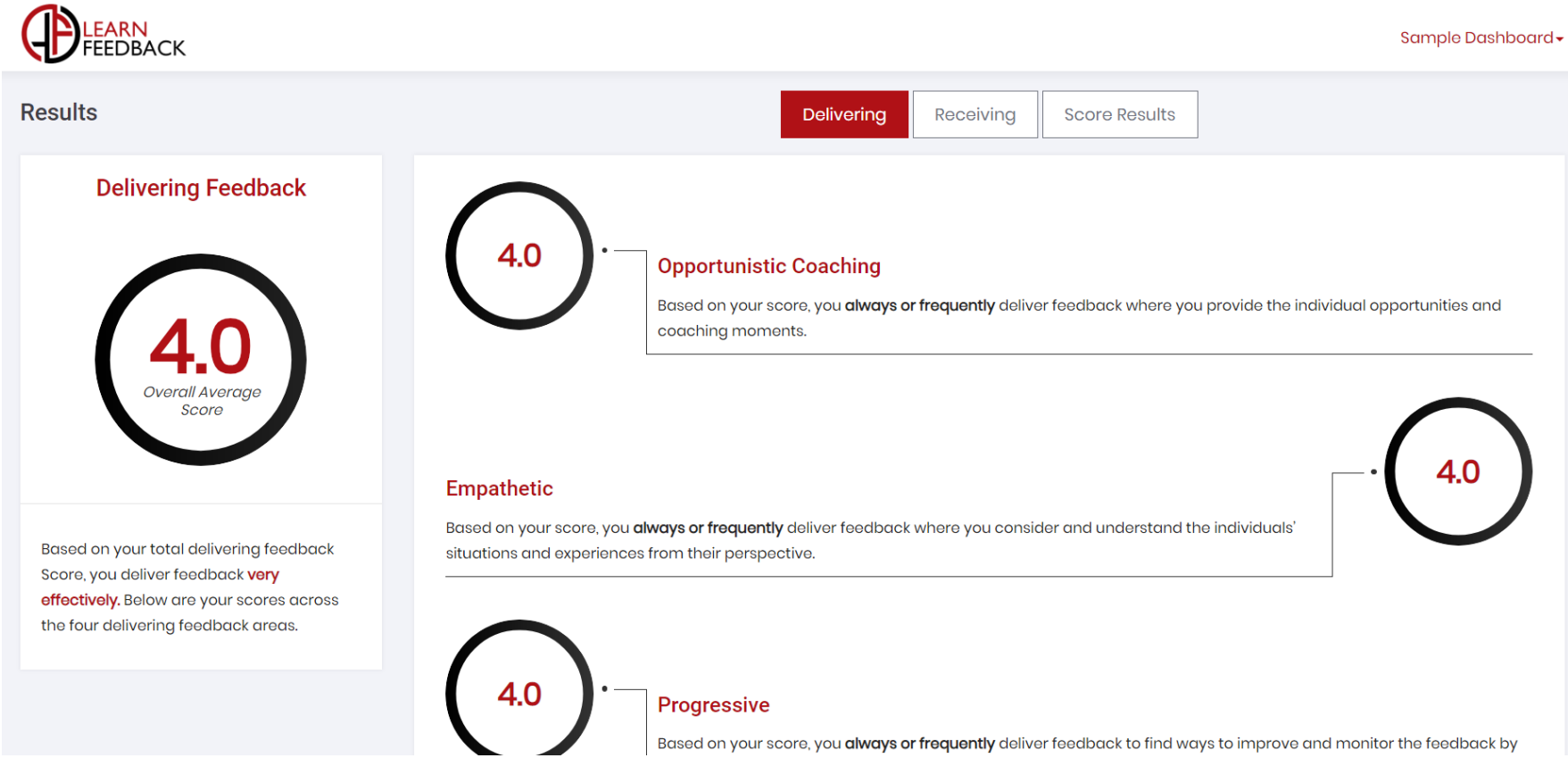
+ Self Regulation

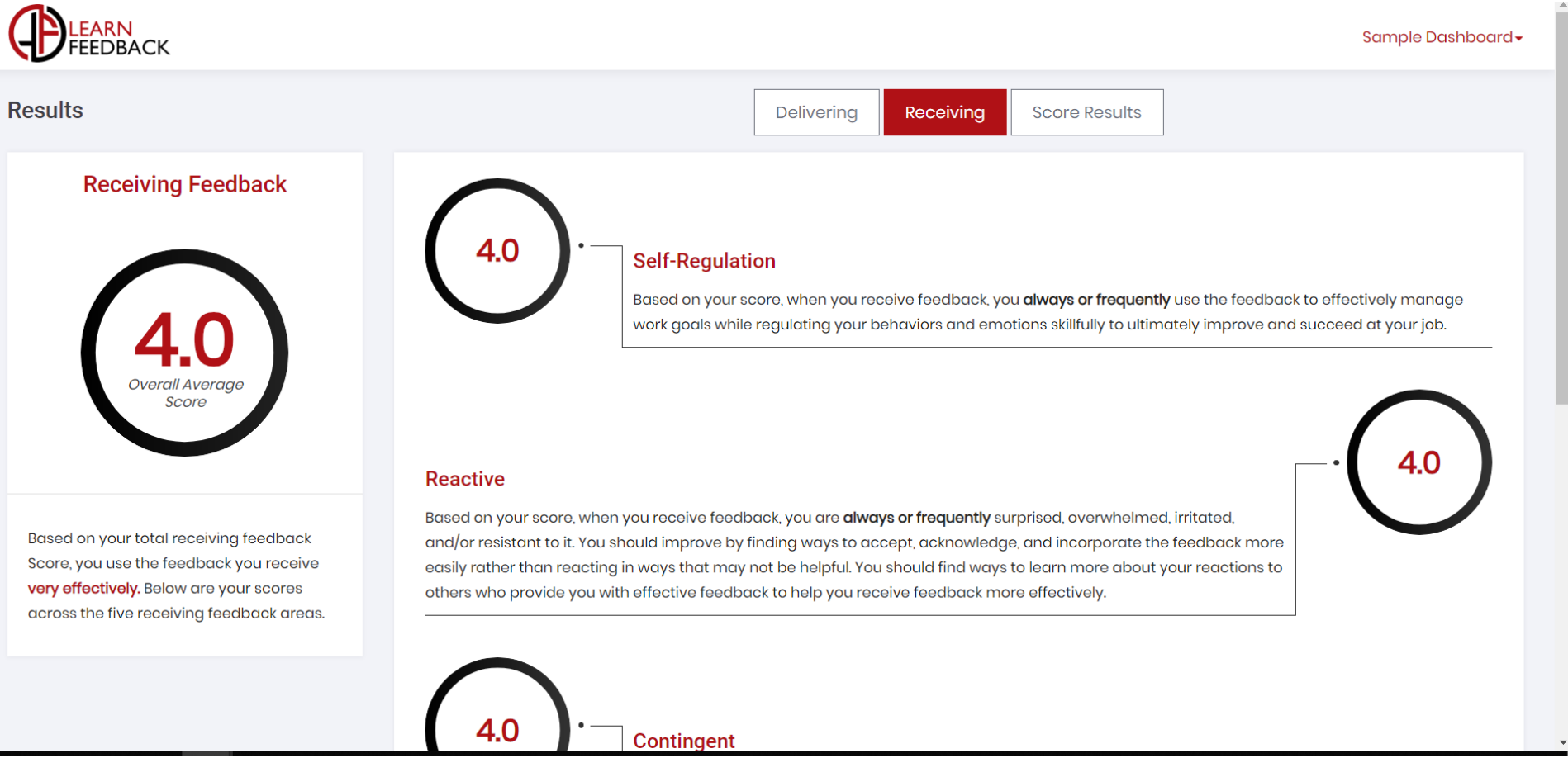
+ Reactive

Feedback Review

No.	Question	Response
1	I use factual examples of the individual's performance to reinforce the feedback	Always
2	I consider the individual's needs before I schedule a time to deliver the feedback	Always
3	I encourage the individual to solicit opinions and help from others who can help her/him improve	Always
4	I clearly communicate the content of my feedback	Always
5	I manage my emotional reaction	Always
6	I am surprised about the feedback I received	Never
7	I incorporate positive feedback better than constructive feedback	Always
8	I discuss the feedback with my coworkers to gain a greater perspective	Always
9	I use evidence from my performance to contest feedback with which I disagree	Always

Are your final responses correct? Yes No


LEARN FEEDBACK
Sample Dashboard
Results
Delivering
Receiving
Score Results
Delivering Feedback
4.0
Overall Average Score
Based on your total delivering feedback Score, you deliver feedback very effectively. Below are your scores across the four delivering feedback areas.
4.0
Opportunistic Coaching
Based on your score, you always or frequently deliver feedback where you provide the individual opportunities and coaching moments.
4.0
Empathetic
Based on your score, you always or frequently deliver feedback where you consider and understand the individuals' situations and experiences from their perspective.
4.0
Progressive
Based on your score, you always or frequently deliver feedback to find ways to improve and monitor the feedback by


LEARN FEEDBACK
Sample Dashboard
Results
Delivering
Receiving
Score Results
Receiving Feedback
4.0
Overall Average Score
Based on your total receiving feedback Score, you use the feedback you receive very effectively. Below are your scores across the five receiving feedback areas.
4.0
Self-Regulation
Based on your score, when you receive feedback, you always or frequently use the feedback to effectively manage work goals while regulating your behaviors and emotions skillfully to ultimately improve and succeed at your job.
4.0
Reactive
Based on your score, when you receive feedback, you are always or frequently surprised, overwhelmed, irritated, and/or resistant to it. You should improve by finding ways to accept, acknowledge, and incorporate the feedback more easily rather than reacting in ways that may not be helpful. You should find ways to learn more about your reactions to others who provide you with effective feedback to help you receive feedback more effectively.
4.0
Contingent

LEARN FEEDBACK

Dashboard

Results

Delivering | Receiving | Score Results

About Score Results

The delivering and receiving feedback scores across feedback categories are reported on the right. Below are definitions of some of column headers.

Your Score

SFI score results of your performance.

Rater Avg.

The average score of other individual's SFI which may be part of a cohort such as a department in your organization.

Global Avg.

The average SFI score of over 500 individuals self-assessing themselves on delivering and receiving feedback.

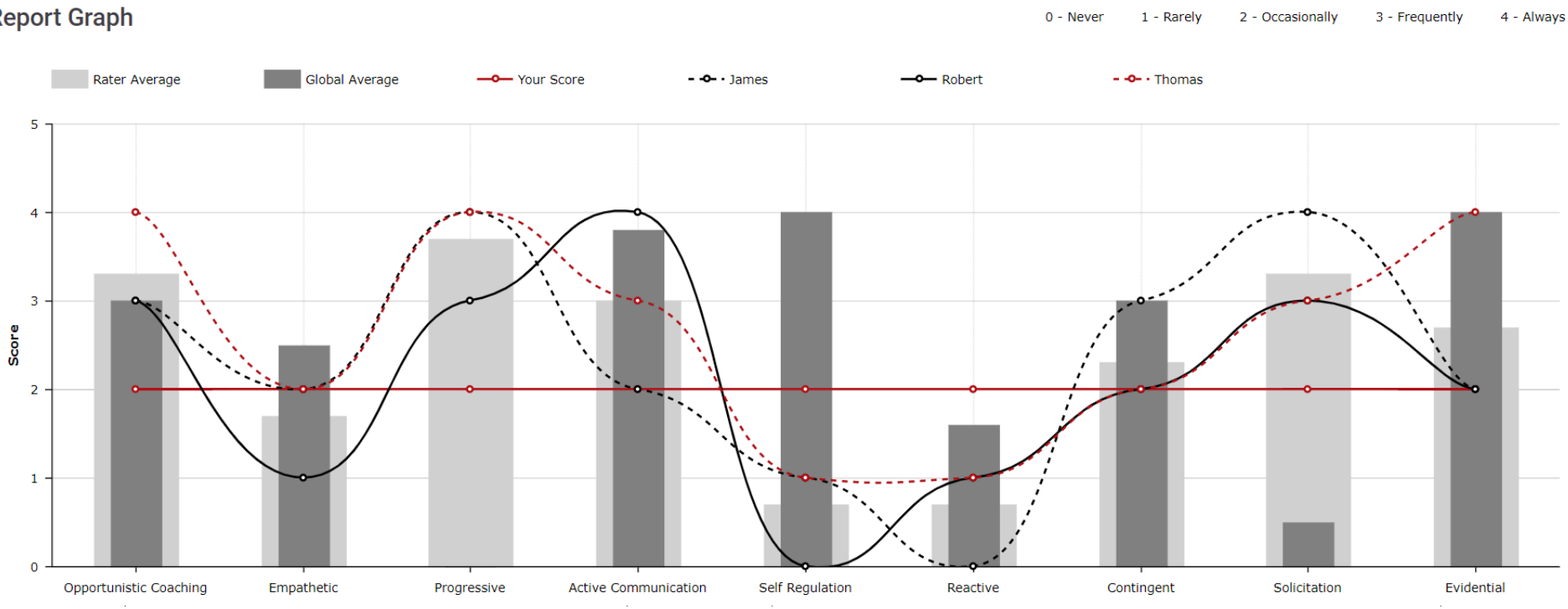
Below is a graphical representation of the score results.

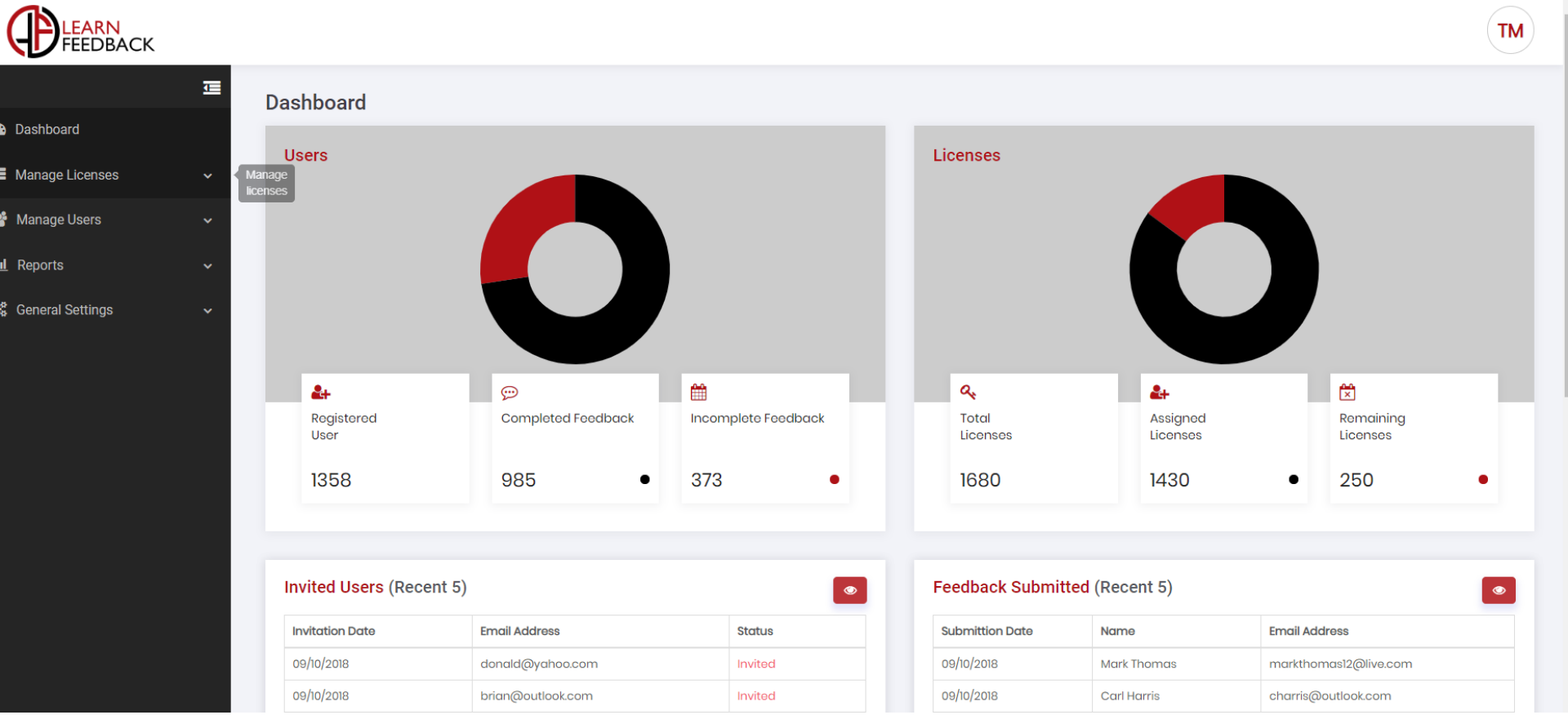
Delivering

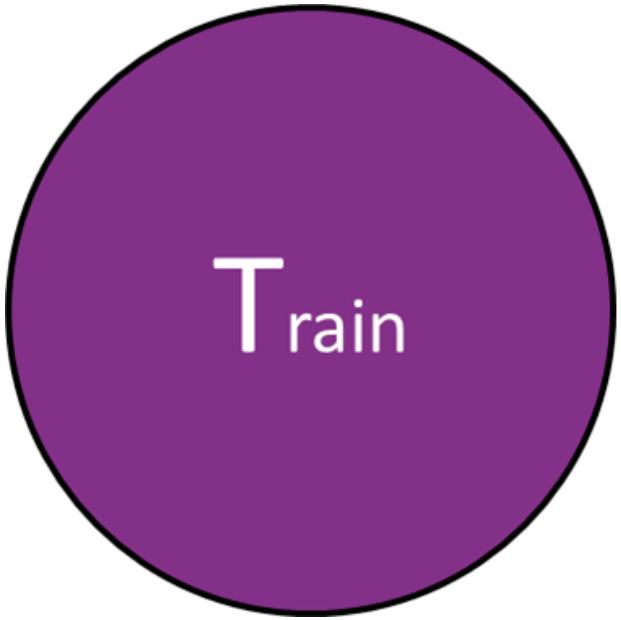
Receiving »

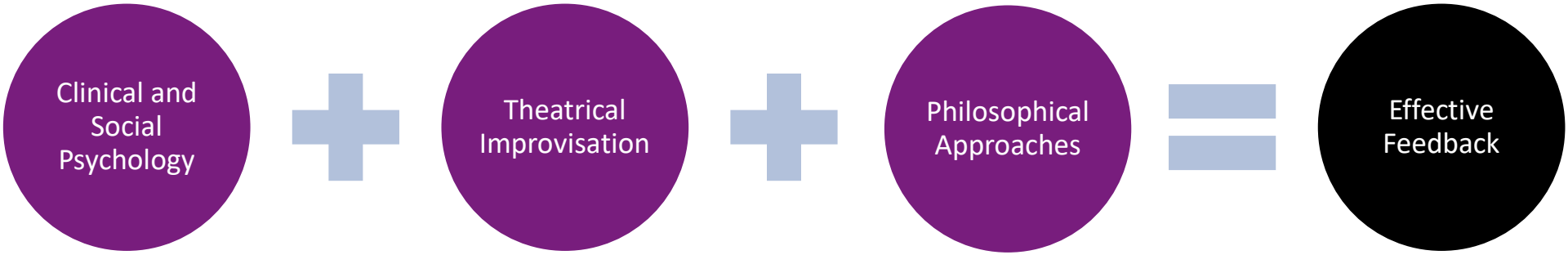
Categories & Questions	Your Score	James	Robert	Thomas	Rater Avg.	Global Avg.
Opportunistic Coaching						
I use factual examples of the individual's performance to reinforce the feedback	2	3	3	4	3.3	3.0
				Average Score	3.3	3.0
Empathetic						
I consider the individual's needs before I schedule a time to deliver the feedback	2	2	1	2	1.7	2.5
				Average Score	1.7	2.5
Progressive						
I encourage the individual to solicit opinions and help from others who can help her/him improve	2	4	3	4	3.7	0.0
				Average Score	3.7	0.0
Active Communication						
I clearly communicate the content of my feedback	2	2	4	3	3.0	3.8
				Average Score	3.0	3.8

Report Graph

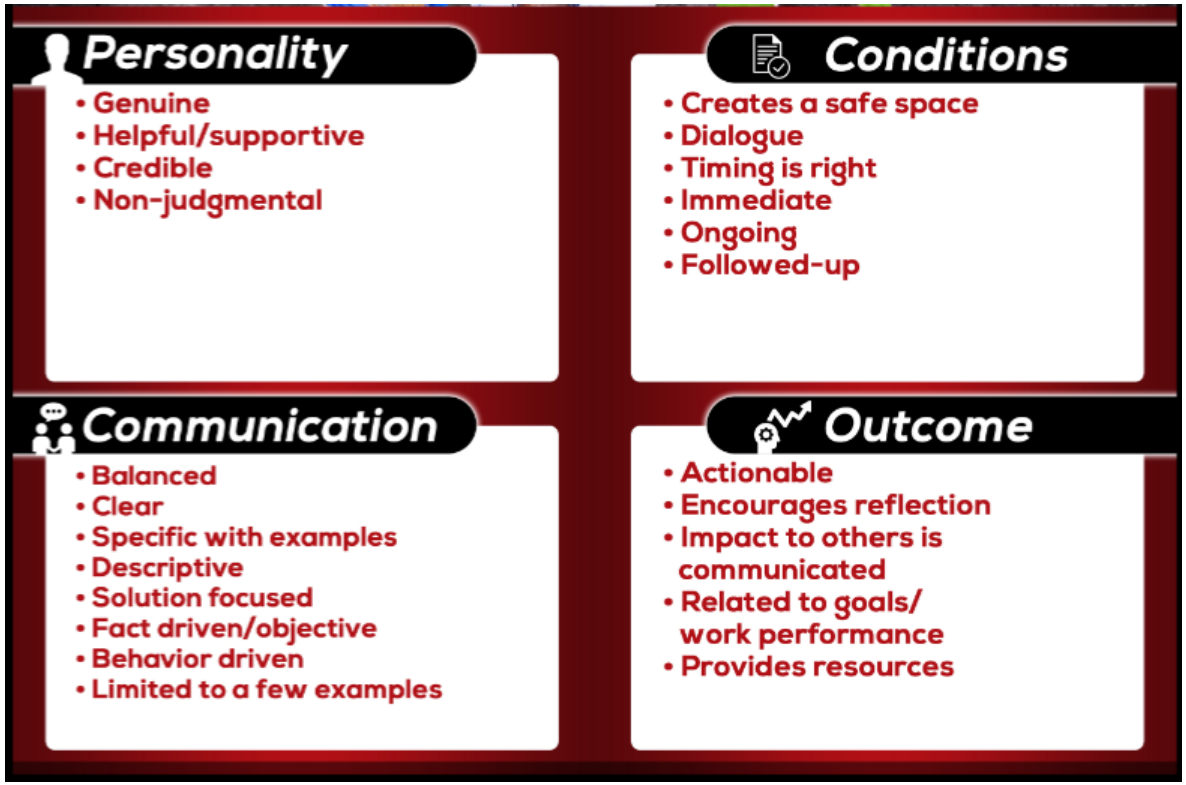



LEARN FEEDBACK
TM
Dashboard
Manage Licenses
Manage Users
Reports
General Settings
Manage licenses
Dashboard
Users
Registered User
1358
Completed Feedback
985
Incomplete Feedback
373
Licenses
Total Licenses
1680
Assigned Licenses
1430
Remaining Licenses
250
Invited Users (Recent 5)
Invitation Date
Email Address
Status
09/10/2018
donald@yahoo.com
Invited
09/10/2018
brian@outlook.com
Invited
Feedback Submitted (Recent 5)
Submittion Date
Name
Email Address
09/10/2018
Mark Thomas
markthomas12@live.com
09/10/2018
Carl Harris
charris@outlook.com


Train


Clinical and Social Psychology
Theatrical Improvisation
Philosophical Approaches
Effective Feedback

TRAINING EXAMPLE - CHARACTERISTICS OF DELIVERING EFFECTIVE FEEDBACK



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