

Mastering Corrective Feedback

The Challenge: Leaders are uncomfortable giving corrective feedback because they believe people don't want it and that it will hurt them

The Goal: Shift their mindset so that they believe that giving people feedback is a great gift that can change their lives

THE MINDSET SHIFT:

From:

To:

Corrective feedback is necessary but creates distance

The right balance of feedback creates connection and strengthens relationships

I give corrective feedback so people know where they stand

I give corrective because every person wants and needs it in order to advance professionally

I give corrective feedback because it can help people improve

I give corrective feedback because it can inspire people to grow

CRITICAL OUTCOMES

- 1 Reveal attitudes and feelings about giving corrective feedback
- 2 Make leaders comfortable delivering feedback that builds trust and creates alignment
- 3 Find the right balance between remedial feedback and feedback that inspires future change

BTS MINDSET

- > Feedback: RELATE 1

MINDSET TRACKS

- > AFIRM
- > See-Hear-Speak

MICRO-VIDEOS

- Giving Performance Feedback: Listen Before You Speak
- How to Frame Corrective Feedback in a Positive Way