

THE IMPACT OF YOUR ATTITUDE

It goes without saying that teams often go beyond what is expected of them but how can we all improve?

Having the right attitude towards continually helping each other to grow will see your team go from strength to strength. Here we look at the best way to give and receive feedback so you can manage how you react and the impact this has on the rest of the team. Effective feedback is feedback which is clearly heard, understood, and accepted. Those are the areas that are within your power. The intention of feedback is so that you can improve, everyone has areas that they can improve, in the same way, everyone has their own individual strengths.

Feedback should not just happen in formal meetings, or just come from a manager. Peer to peer informal feedback allows for more timely feedback to recognise successes and help others improve. The more you get used to giving and receiving feedback as a team the easier it gets, the stronger the team becomes and the better our customer experience is.

It's all about having the right attitude to bettering ourselves.



THE THREE GOLDEN RULES FOR GIVING FEEDBACK

To ensure someone is receiving feedback as opposed to criticism or praise, there are three golden rules that you should follow.

- 1 Specific** – Focused on a date, time, place, meeting, email, phone call.
- 2 Facts** – Cannot be based on someone's perception or view.
- 3 Behaviour** – Feedback can never be given on what a person is thinking, mindset or attitude, only on the behaviours a person shows.

GIVING FEEDBACK: THE PEER MODEL

P **Permission** – Ask the person for permission to give some feedback. This is important because it will ensure the person is open to receiving the feedback and will actively listen.

E **Explain** – State the behaviour you have observed, positive or negative, noting the 3 golden rules: specific, factual, behaviour.

E **Effect** – Outline the effect this behaviour had on others or on performance.

R **Result** – Describe the behaviour you would like to see as a result of this feedback.

Positive observations – Keep doing,
Negative observations – Stop or Start.



MODULE 6

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RECEIVING FEEDBACK

Statistics show we want feedback, but we sometimes find receiving it a challenge. When receiving feedback, give the benefit of the doubt and put negative bias aside. Feedback should be constructive, factual, and fair. Remember that feedback is intended to create awareness and direction to help your personal development.



COMMON MISTAKES WHEN RECEIVING FEEDBACK

While it's important to receive feedback well, it's a skill that doesn't come naturally to most of us. Here are four common mistakes people make when it comes to receiving feedback.

- 1 Be an active **listener**. Encourage the person offering feedback to talk. You will learn more about yourself, how others see you, and how others interpret your actions and behaviours.
- 2 Be **respectful**. Be aware of your body language, facial expression, and tone. Be careful not to get defensive. If you disagree, are upset, or angry, give yourself time to calm down before responding. Take it for what it is; that is, feedback you can use to improve your performance. Think on how you can improve the behaviour, attitude, or situation.
- 3 Ask **questions**. Clarify doubts by asking questions. Be certain to ask questions that help you to understand the feedback. Ask for examples that support the feedback.
- 4 Show **appreciation**. Express your appreciation regardless of the type of feedback you receive. You can expect that at several times during employment, you will receive both positive and negative feedback. Saying thank you means that you acknowledge the effort that was taken to evaluate you and to provide feedback.
- 5 Make a **decision**. Reflect on the feedback and decide your next steps, how are you going to use the feedback to be better?

- 1 THEY BECOME ARGUMENTATIVE
- 2 THEY GET EMOTIONAL
- 3 THEY TAKE IT PERSONALLY
- 4 THEY HOLD A GRUDGE

