

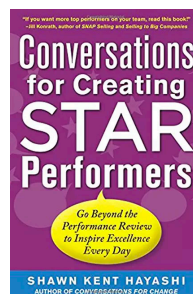
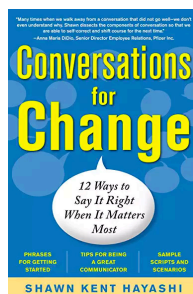
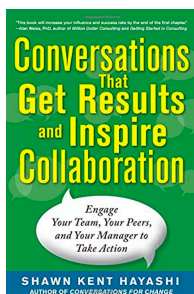
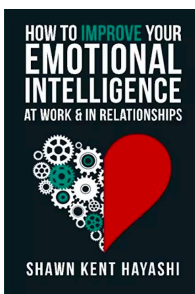
SPARKING A FEEDBACK REVOLUTION

5 WAYS TO RESPOND WHEN RECEIVING FEEDBACK

- 1 Thank you.
- 2 I am becoming aware that I do that.
- 3 Yes, I am aware that I do that, and I am working on it by doing...
- 4 Can you help me with this?
- 5 I was not aware of that; I'm going to explore this to find when it could be true.

7 STEPS FOR GIVING FEEDBACK EFFECTIVELY

- 1 **Build positive relationships** so the receiver **trusts** your intention to help them grow before you need to give feedback.
- 2 Provide **coaching as close as possible** to the action you want to influence.
- 3 Share **what they are doing that inspires you** as part of the feedback conversation.
- 4 Ask for what you want by **clearly defining the outcome**. Talk about the solution instead of what is frustrating you.
- 5 **Affirm your belief in the receiver's ability to grow**.
- 6 Help them **visualize** how they will practice.
- 7 After the conversation, give **affirmation** when you see growth.



ADDITIONAL
RESOURCES

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EXECUTIVE COACHING

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Teams don't always function at their best. Confusion about who's doing what can lead to dropped balls, customer dissatisfaction, and lackluster profits. We help you clarify roles, uncover gaps in processes, and improve collaboration. Our customized workshops and retreats provide teams with a common language and actionable tools for working through conflict, strengthening communication, and progressing toward meaningful goals.



Shawn is a gifted coach with the rare ability to deeply listen and understand, while applying practical solutions guided by her extensive experience in business, leadership, and development. My utilization of Shawn's advice proved it to be practical and effective. She is a coach with the highest level of integrity, commitment, and insight.

Robert Haracz, SVP & CIO
The Institutes

We worked with The Professional Development Group as they led us through a large restructuring within our association. It's proven: if you have the right people with the right skill sets, and you engage and lead them, then that creates greater growth, profits, and dividends.

Wayne Whipple
VP Business Development
Pennsylvania Bankers Association

