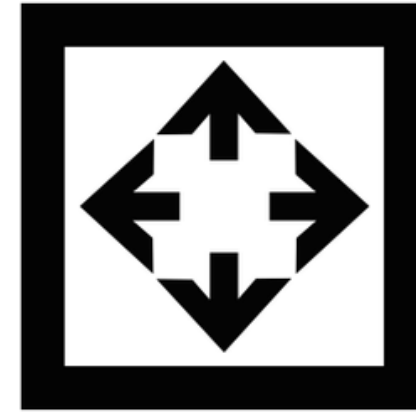


FAILURE LAB

Feedback: Hear & Be Heard





HELLO
MY NAME IS

Anna Baeten



- **The Human Solution/Failure Lab Training - Principal**
- **Educational Background: Biology & Professional Ethics**
- **Professional Background: Organizational Scaling, Marketing, & Leadership Development**
- **2 Kiddos (Emerson & Porter) + 1 Black Cat (Kimchi) + 2 Dogs (Kevin & Brian)**

**So...why does
feedback matter?**



Why Feedback Matters

- Employees that receive regular, meaningful feedback are **4 times** more likely than other employees to be engaged (involved, enthusiastic, committed)
- Only **26% of employees** strongly agree that the feedback they receive helps them do better work

**Gallup, Great Places to Work*

Feedback, & Organizational Culture

Thoughtful, candid, kind feedback is critical if you want to:

1. Normalize the inevitable ebb and flow necessary to achieve forward movement.
2. Nurturing innovation & resilience. Prioritizing the importance and value of “the process” rather than focusing solely on results.
3. Facilitate the development of effective, autonomous, motivated, competent, and committed team members.
4. Operationalize values.

Feedback: Hear & Be Heard



FAILURE = STRESS = DISCOMFORT

Tactical Emotional Intelligence

Regulating Discomfort



**Cultural
Foundation**

**Skills of
Navigating &
Regulating
Discomfort**

The Failure Lab Archetypes

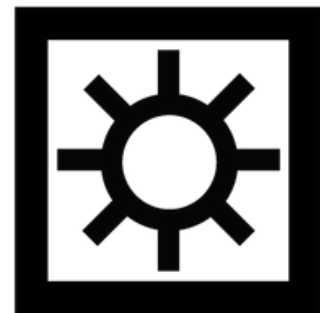
Warrior



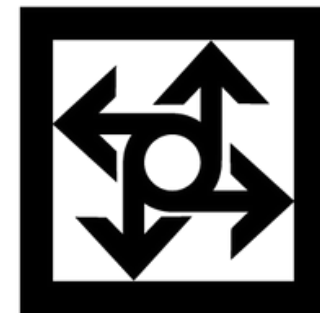
Survivalist



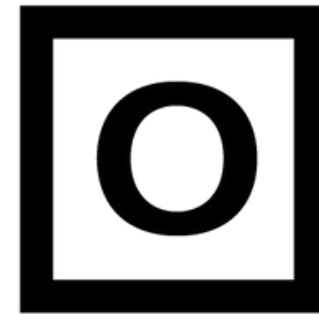
Happy Denier



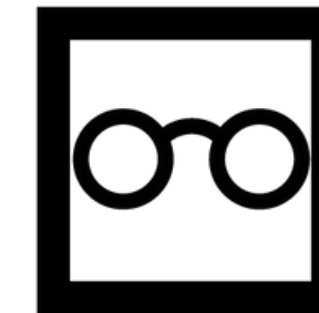
Deflector



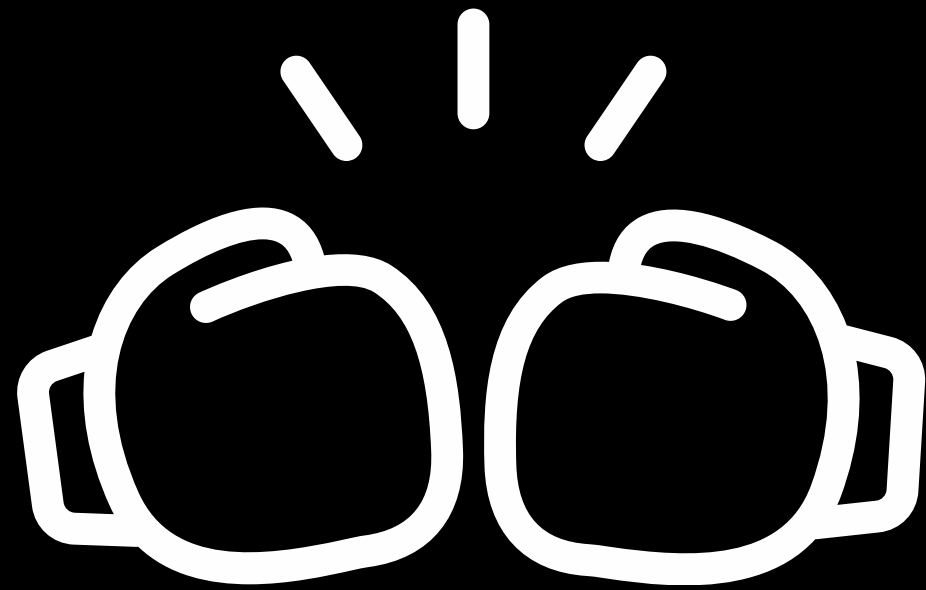
Obsessor



Professor



FIGHT



FLIGHT



FREEZE



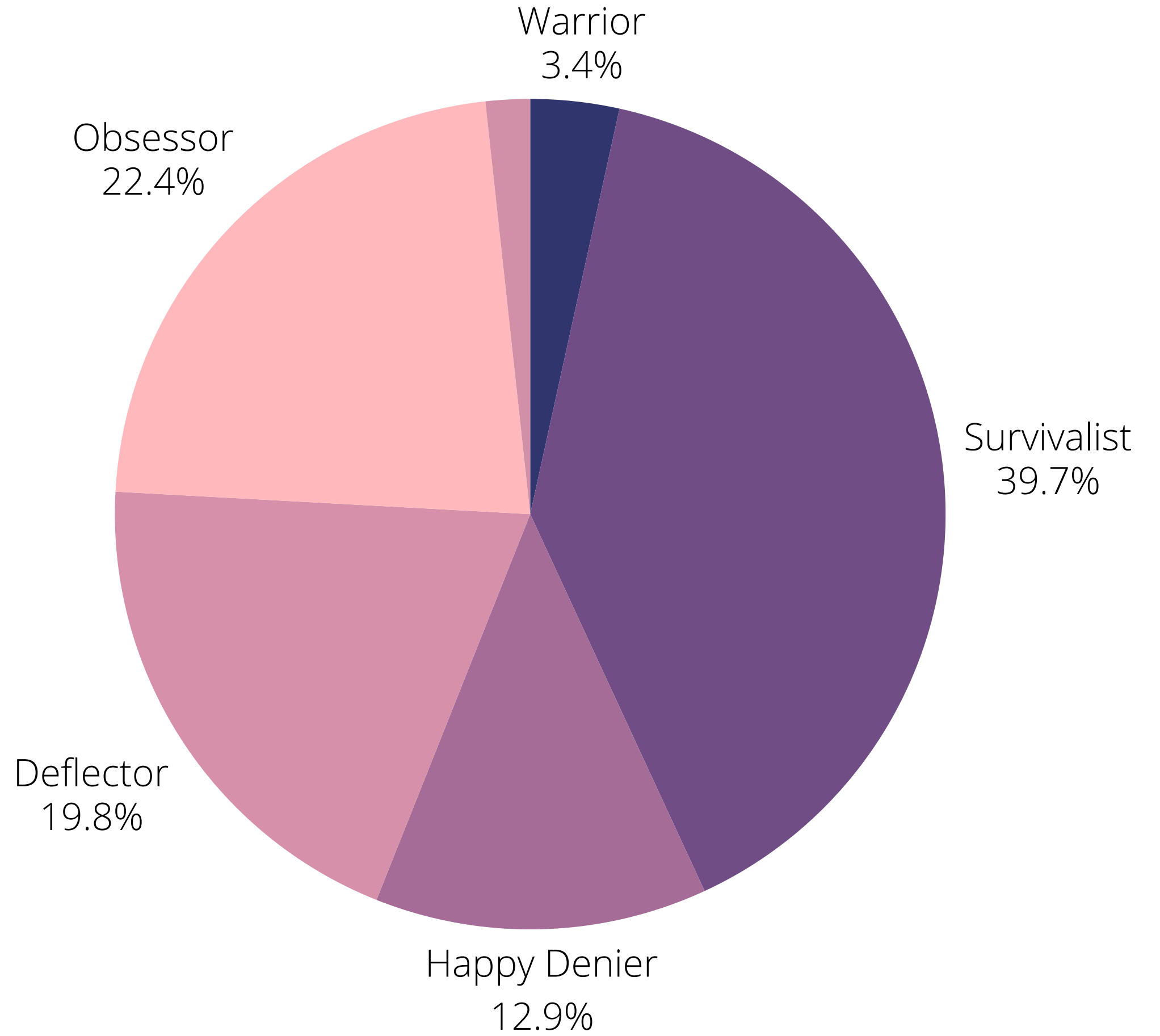
FSDI Assessment Link



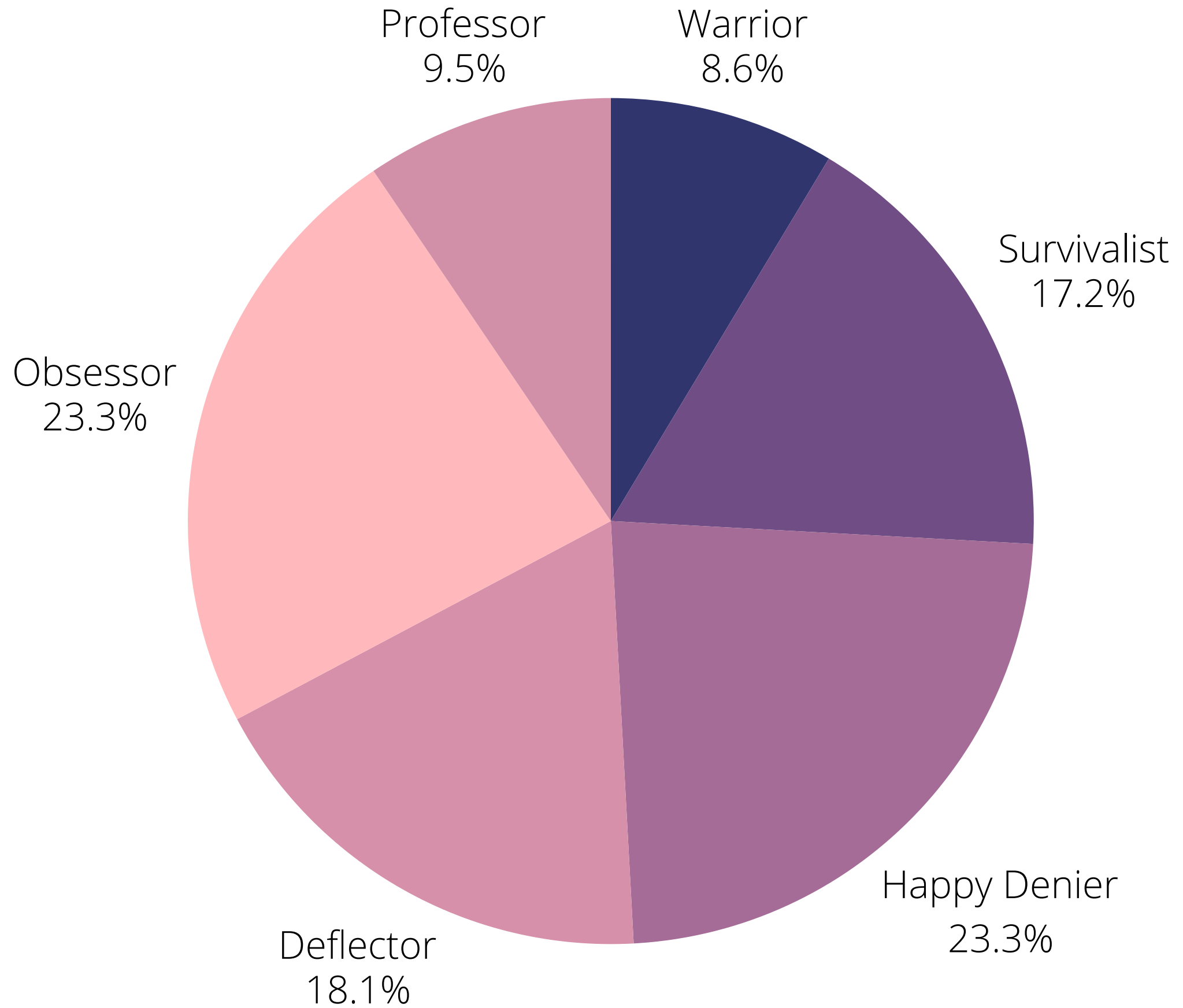
Archetype Summary

Warrior	Intense. Charismatic. Passionate.
Survivalist	Solution Driven. Intellectualizer.
Happy Denier	Peace Keeping. Positivity Driven.
Deflector	Charming. Redirecting.
Obsessor	Contemplative. Selectively Ruminating.
Professor	Depth & Knowledge Driven. Focused.

Terryberry Webinar Primary Archetypes



Terryberry Webinar Secondary Archetypes



We need to talk... (Receiving Feedback)

**Instant
Stress
Response**

No Biggie

Getting ready to GIVE feedback....

**MUCH MUCH
PLANNING...**

**Comfortable
Off the Cuff**

**Be honest, when you think about feedback are you
only thinking about "negative" feedback?**

**Totally spend
more time contemplating
negative**

**Nope, I spend
time equal thinking
about positive too**

Feedback: Hear & Be Heard



**"It is simple, but
transformative.**

Clear is kind.

Unclear is unkind."

-Brene Brown



"What do you mean I never praise you? If I ignore you, take that as praise."

The Failure Lab Archetypes

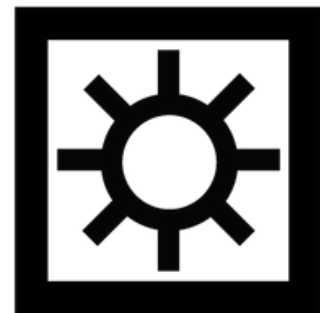
Warrior



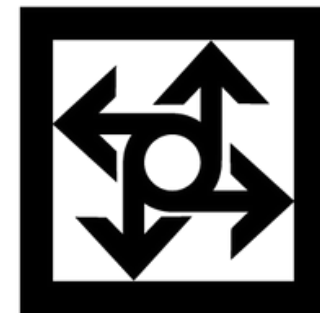
Survivalist



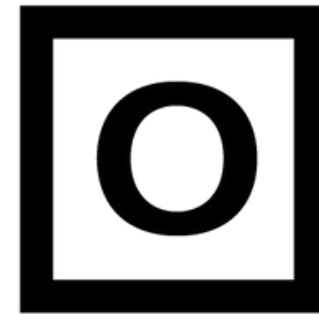
Happy Denier



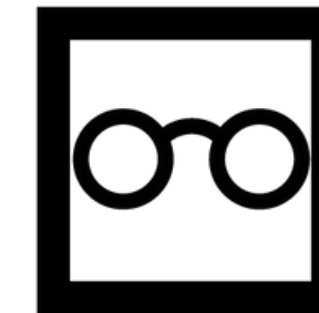
Deflector



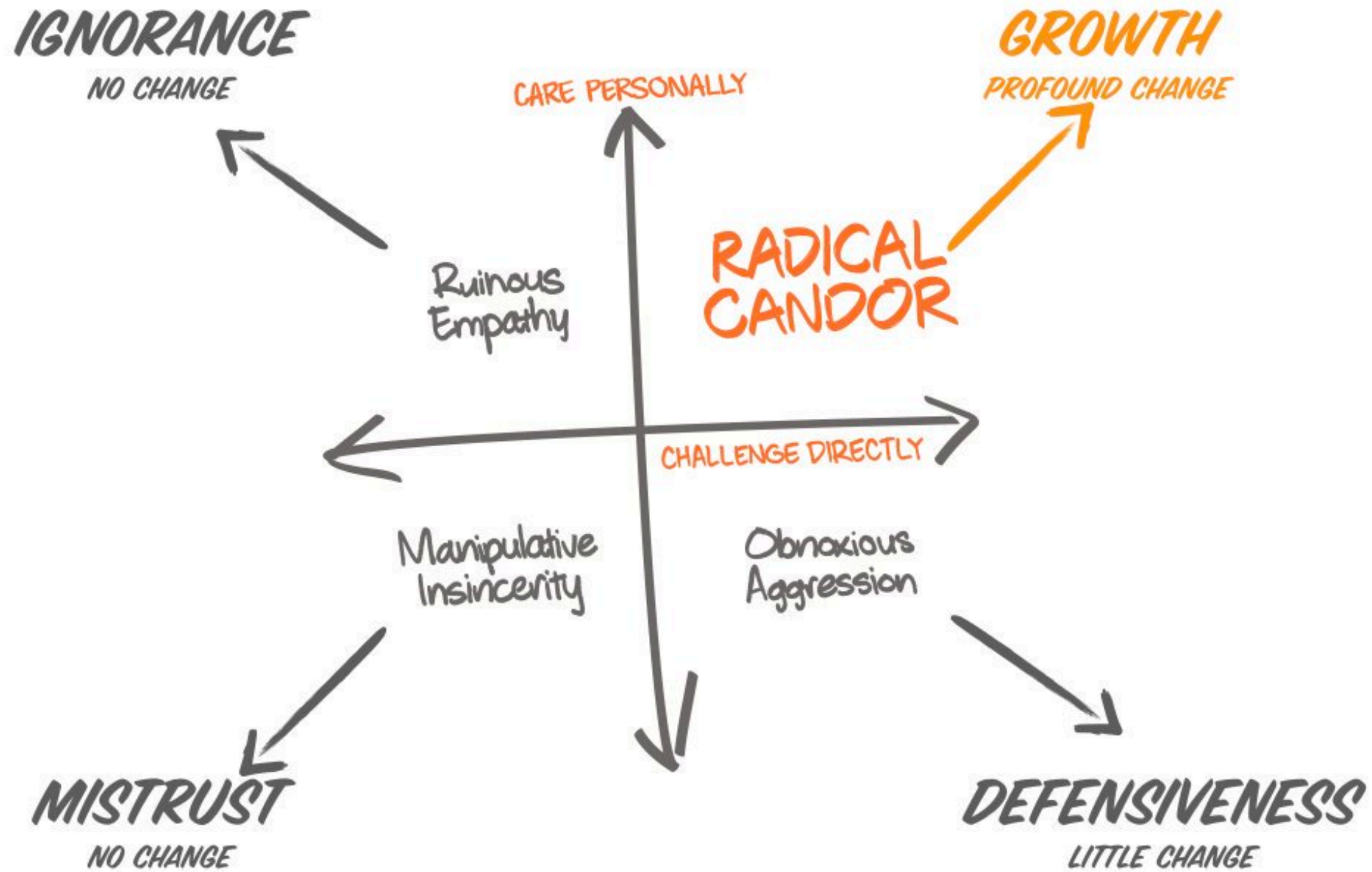
Obsessor



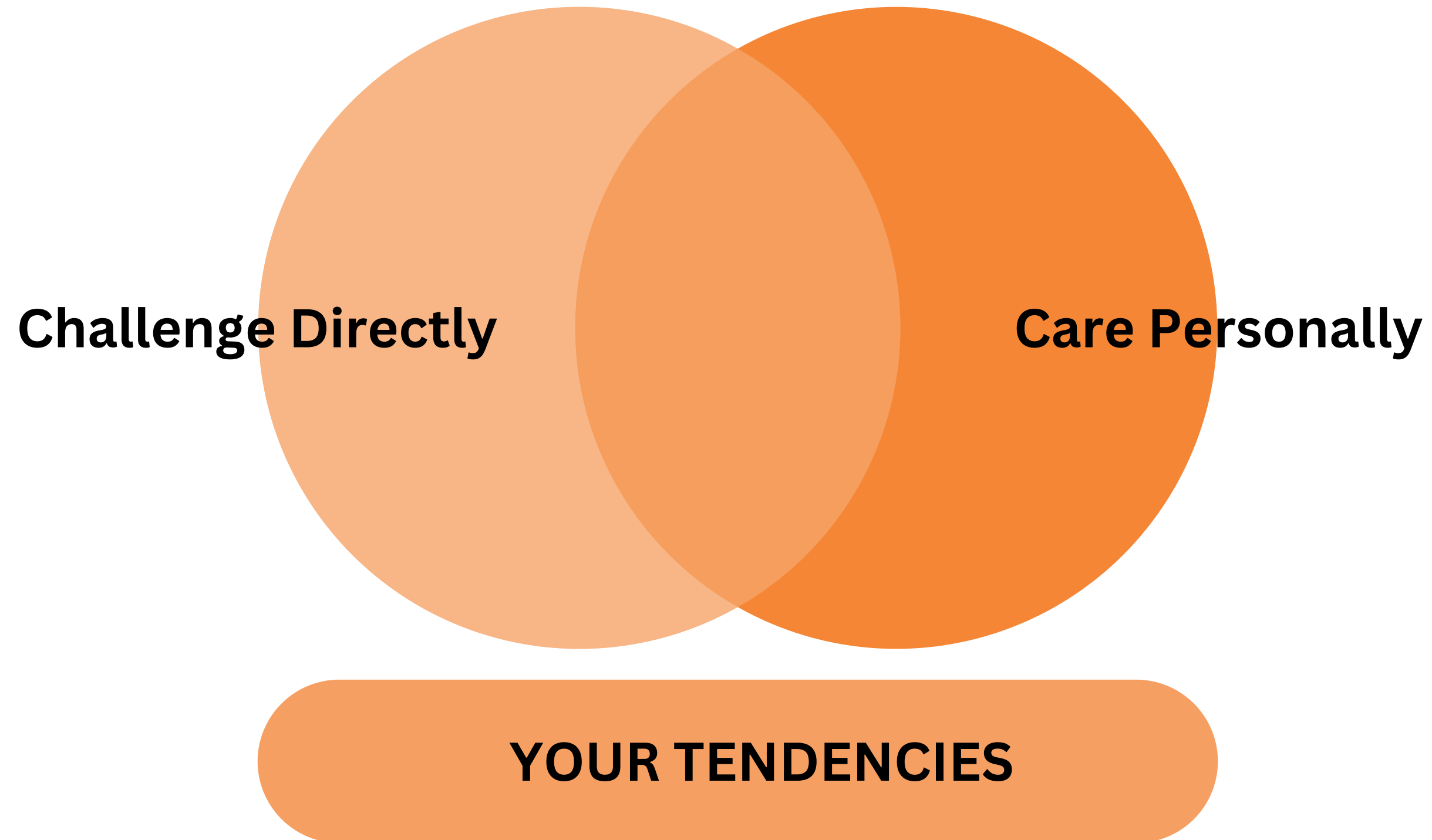
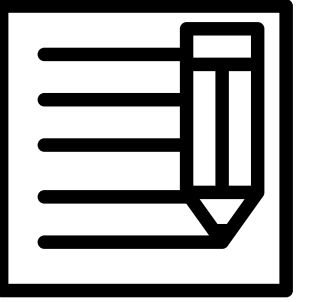
Professor



Tendencies



Tendencies & Radical Candor



Challenging Directly

Um, no.

Totaly Natural

Care Personally

Not at work.

Total Softie

FAILURE LAB

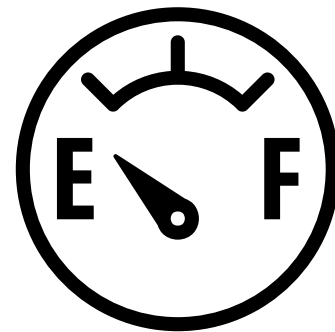
The Big Picture

**Understanding
ME
(self)**

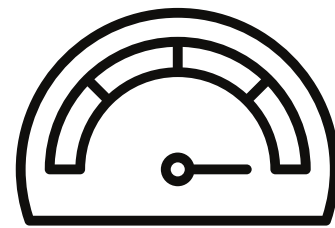
**Understanding
YOU
(others)**

**Understanding
US
(interactions)**

Dialing IN to our Tendencies



Dial UP



Dial DOWN

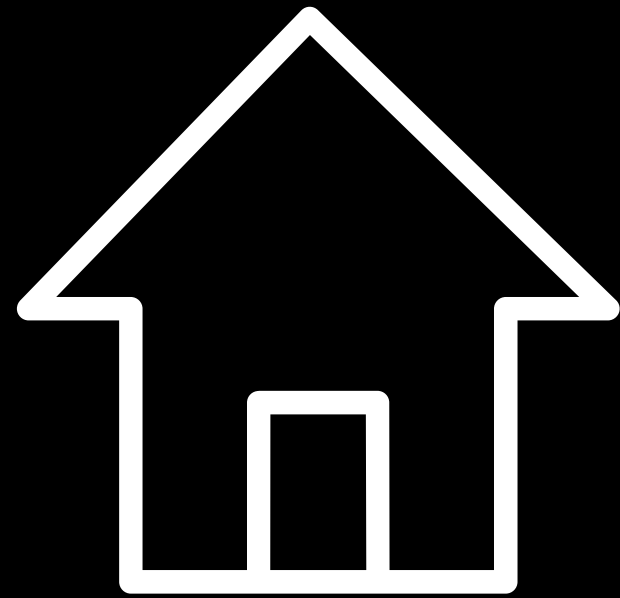
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Dial IN

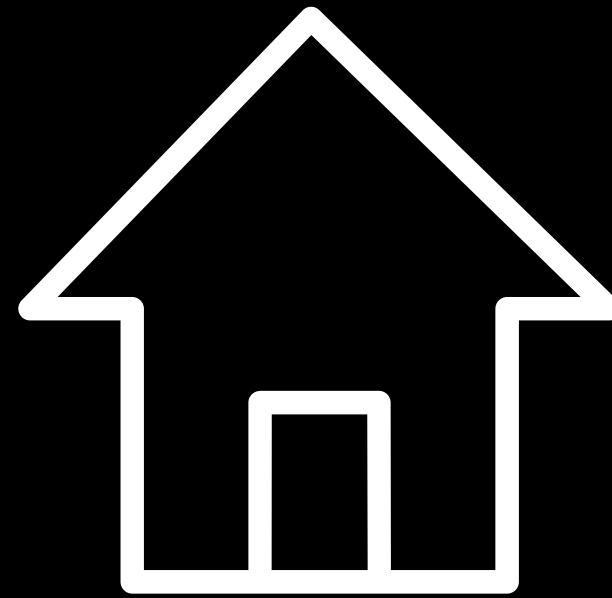
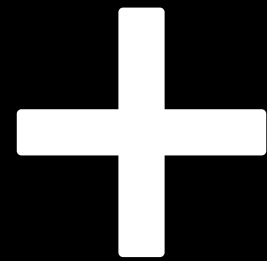


Gemma Correll '17

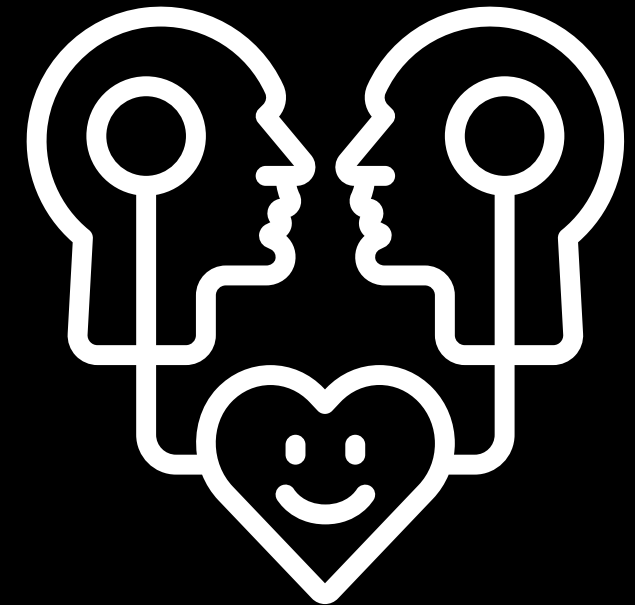
The Human Equation



Owning My Side



Inquiring About
Your Side



Empathic Clear
Expectations

Feedback: Hear & Be Heard



Effective Feedback	Ineffective Feedback
Thoughtful - for a purpose	Emotionally reactive
Clear - Specific, moves people forward towards a concrete outcome	Vague - Too much info, not enough context, or not within the individual's control to fix.
Kind - Coming from a genuinely good place. Wanting good things for the person & project.	Manipulative - Dishonest, inauthentic, sideways, ulterior motives.
Conversational - Interactive, space for listening & asking questions.	Dictatorial

Things that Impact Feedback GIVING & RECEIVING

- The person
- The project/task
- **OUR** stress level/emotional resilience
- **THEIR** stress level/emotional resilience
- Expectations (named & unnamed)
- Personal identity considerations

**“Thinking is easy, acting is difficult,
and to put one’s thoughts into
action is the most difficult thing in
the world.”**

-Johann Wolfgang Von Goethe

Feedback Formula

SC/TC

+

Human-Centered

Specific (Behavior)

Contextual

Timely

Consistent

Intention

Empathic Listening

Tie Down

Feedback Loop

Feedback Prep Checklist

- **INTENTION:**

- What is my intention for this feedback? Is my intention clear?
- Do I have the information I need to communicate with **specificity & context**?
- **What is my desired behavioral outcome? Is it reasonable?**

- **CONSISTENCY:**

- Is this feedback **consistent** with previous conversations? Or will it feel like something new?

- **PERSON:**

- Am I the right and/or most effective person to be having this conversation?

- **TIME:**

- Is this the right time to have this conversation?
- Is this feedback **timely** and/or strategically timed?

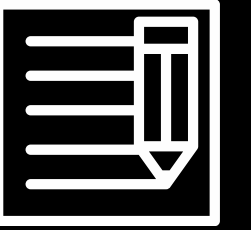
- **PLACE:**

- Is this the right place to have this conversation?

Feedback Execution Checklist

- **INTENTION:**
 - Did I clearly state the intention/goal of the feedback? Did they HEAR me?
- **TIME/LOCATION:**
 - Did I check in with the recipient to ensure they are in a receptive & appropriate place - both mentally & physically?
- **CLARITY:**
 - Are both the observation (name what you see) & the recommendation clear?
 - Is the suggestion/solution clear?
- **LISTEN:**
 - Did I practice empathic listening? Do I understand any differences in perspective?
- **EXPECTATIONS/TIE DOWN:**
 - Are both parties able to simply and clearly articulate a summary of the conversations & the agreed-upon next steps?

YOUR
twinn



Feedback Formula

SC/TC

+

Human-Centered

Specific

Contextual

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Empathic Listening

Tie Down

Feedback Loop

Feedback Execution Checklist

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 - Are both the observation (name what you see) & the recommendation clear?
 - Is the suggestion/solution clear?
- **LISTEN:**
 - Did I practice empathic listening? Do I understand and differences in perspective?
- **EXPECTATIONS/TIE DOWN:**
 - Are both parties able to simply and clearly articulate a summary of the conversations & the agreed upon next steps?

Negativity Bias & The 5:1 Ratio



"The brain is like Velcro for negative experiences, but Teflon for positive ones,"

-Dr. Rick Hanson

BONUS!

hooray!

Positive Feedback Formula "Tell of Progress"

Black Past

Progressive Present

Rosey Future

Tie Down

Positive Feedback Formula

"Tell of Progress"

Black Past	I remember when...
Progressive Present	_____ is much improved (very specific).
Rosey Future	I can't wait until...
Tie Down	Aren't you excited? Wouldn't you agree?

Soliciting Feedback

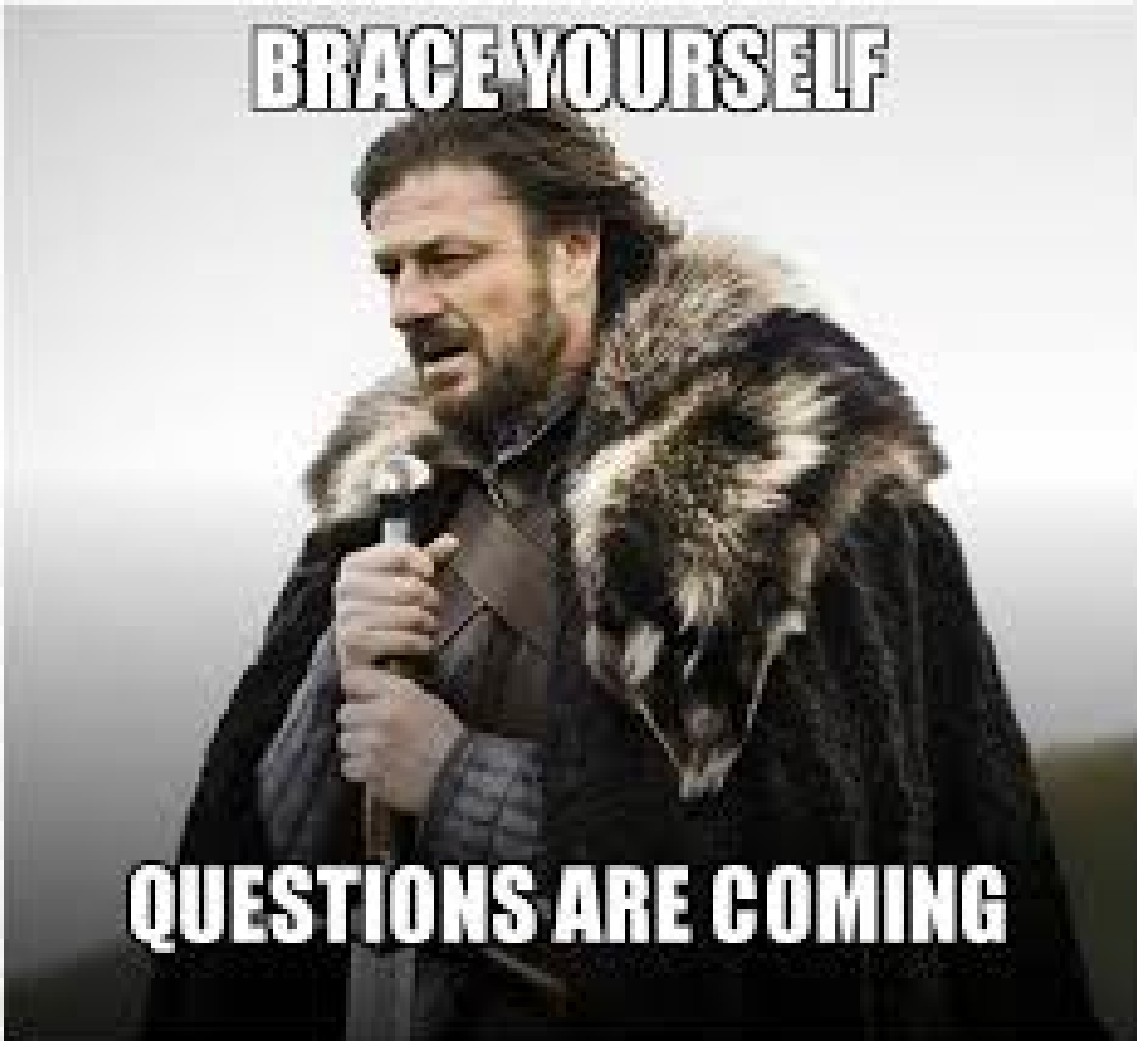
WHY?

1. Self-awareness
2. Growth
3. Culture

HOW

1. Specificity
2. Self-Disclosure
3. Consistency/operationalizing/
habit formation

BRACE YOURSELF

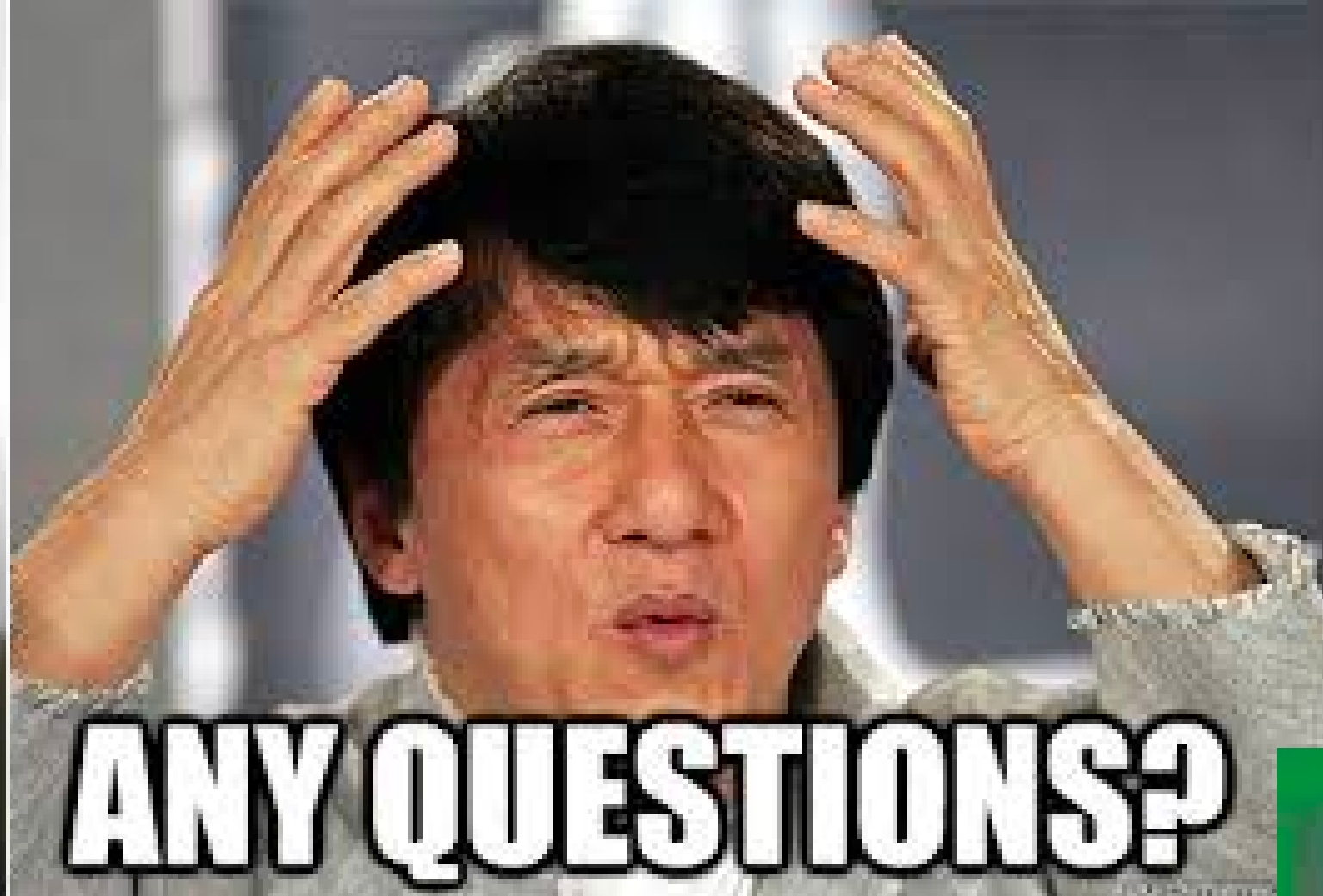


QUESTIONS ARE COMING

YA'LL GOT ANY

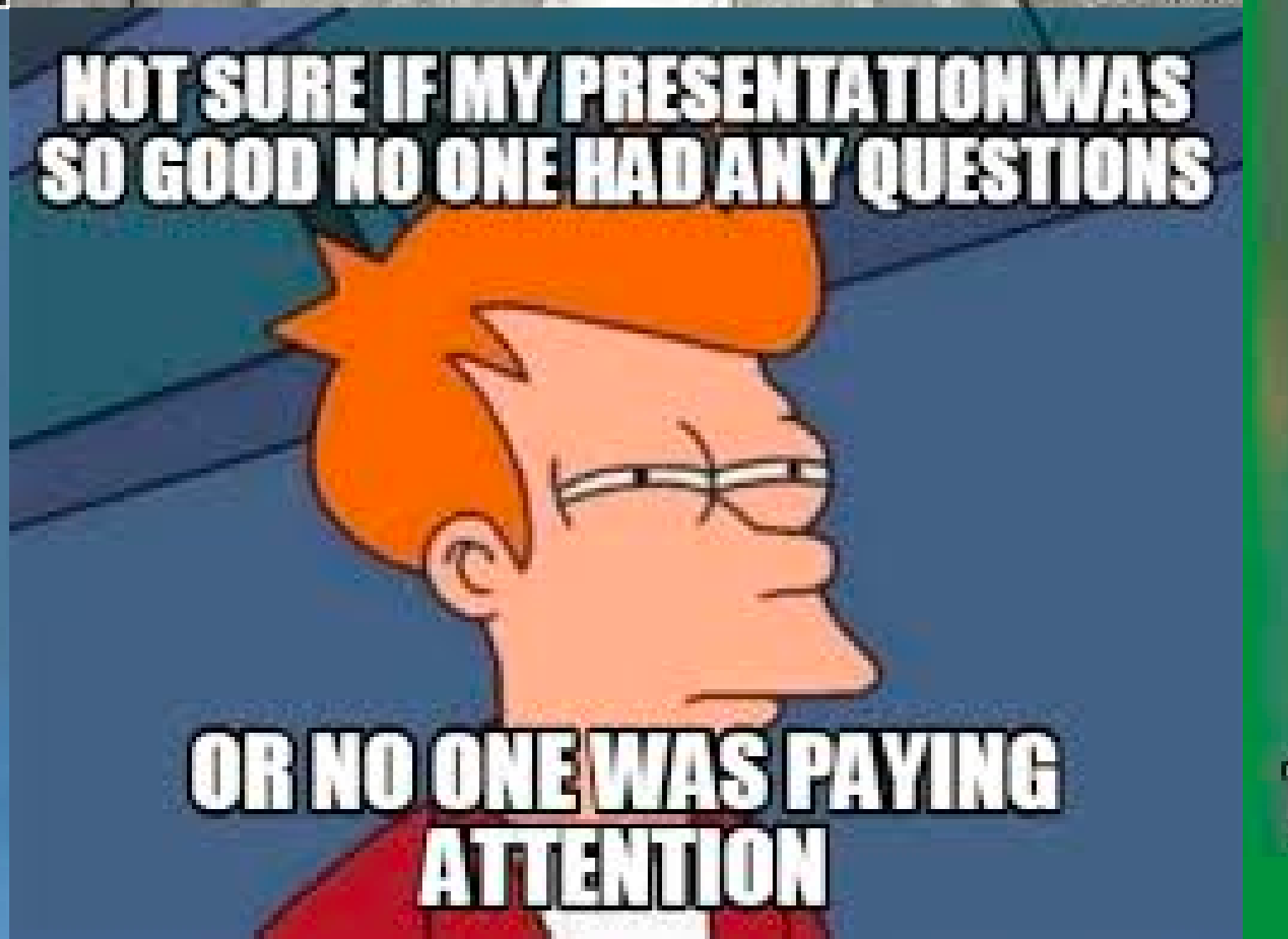


QUESTIONS?



ANY QUESTIONS?

**NOT SURE IF MY PRESENTATION WAS
SO GOOD NO ONE HAD ANY QUESTIONS**



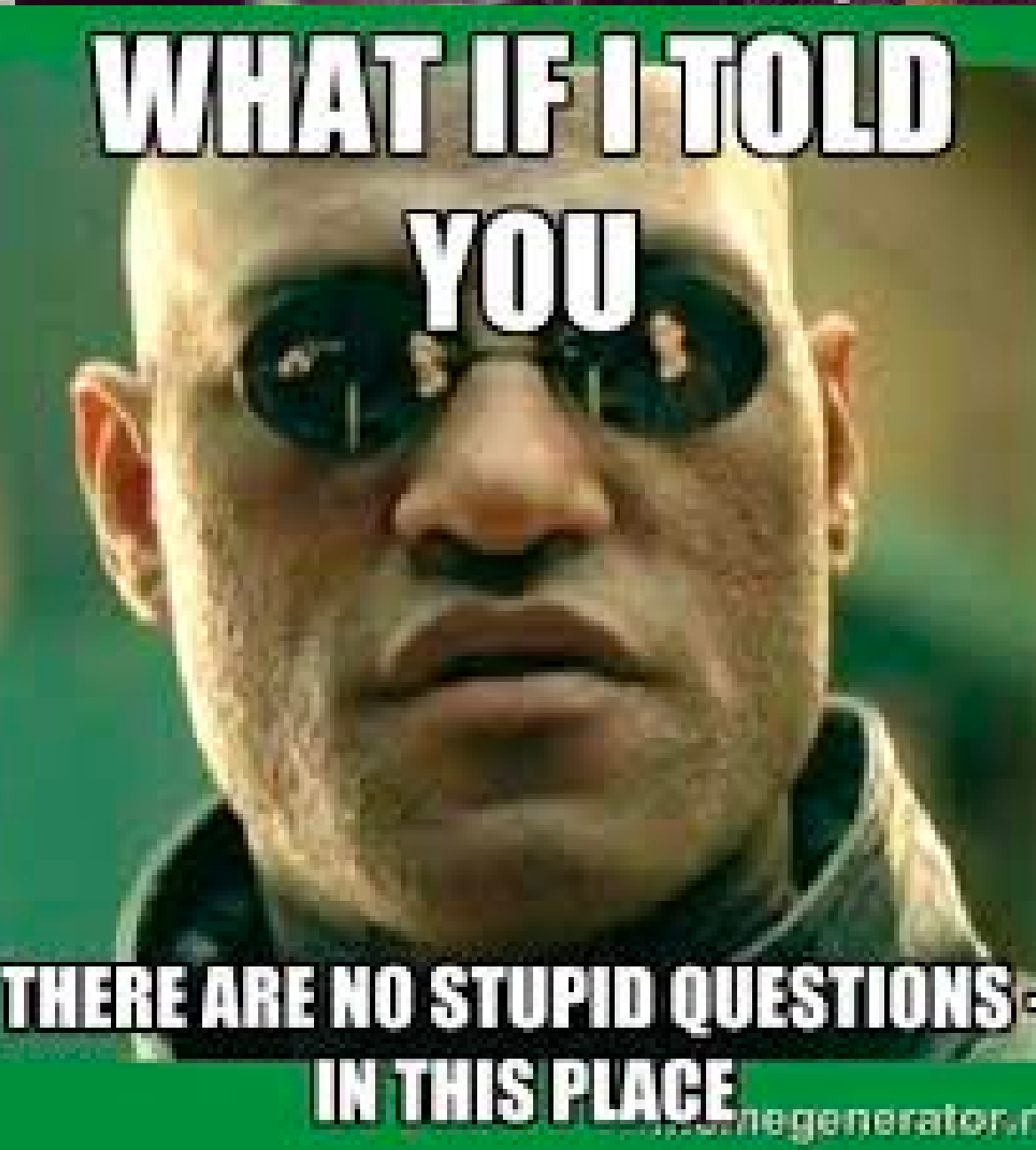
**OR NO ONE WAS PAYING
ATTENTION**

ANY QUESTIONS



DO YOU HAVE?

**WHAT IF I TOLD
YOU**



**THERE ARE NO STUPID QUESTIONS
IN THIS PLACE**

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