How to give and get fast and frequent feedback

Squiggly Careers

Feedback is...

- Data for our development
- Insight to help us improve
- How we increase our self-awareness.

Feedback is how...

- We know if our intent matches our impact
- We discover blind spots
- We stay a 'work in progress'.

Flip your feedback

Check assumptions you might be making to increase the amount and the impact of the feedback you receive

- From: formal '*I need to fill out a form*'
  To: regular and frequent

- From: general '*Can I have some feedback?*'
  To: relevant '*I want to make my emails more succinct, can you share your thoughts on how you find them today?*'

- From: occasional 'part of our quarterly review'
  To: real-time, fast feedback

- From: add on, something you have to find time for
  To: add in, to something that already exists (e.g. 121s / team meetings)

Ideas for action

1. 1's win
Ask people to focus their feedback:
- What was 1 thing you found useful about that presentation?
- What is 1 thing that you think is missing from that presentation?

2. Praise +
Add the why into what someone has done well.
- Sounds like:
  "I thought that was brilliant because ..."

3. Strengths spotter
Help people to see their strengths in action:
- *"I see you at your best when..."*
- *"One of the ways you're really useful for our team is..."*

4. Autopilot vs. Auto-improve
Review your repeated activities (eg monthly report) and ask for even better if feedback.
- *"What could make the report even better next time?"*

5. Quick questions
Bring frequent feedback questions to everyday work conversations:
- *"What is the most helpful thing I do for you today?"*
- *"What could I do differently between now and xx date, that you would find most useful?"*
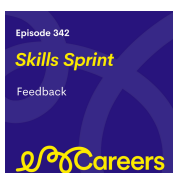
Coach yourself questions

Which area of your work would you like more feedback on?

How could you practice giving fast and frequent feedback?

Recommended resources

Episode 342
Skills Sprint
Feedback
Careers

Skills sprint on Feedback
Squiggly Careers episode #342

Episode 205
How to fix feedback
Careers

How to fix feedback
Squiggly Careers episode #205

Episode 387
How to cage your confidence gremlins
Careers

How to cage your confidence gremlins
Squiggly Careers episode #387