



# iLoveFeedback<sup>®</sup>

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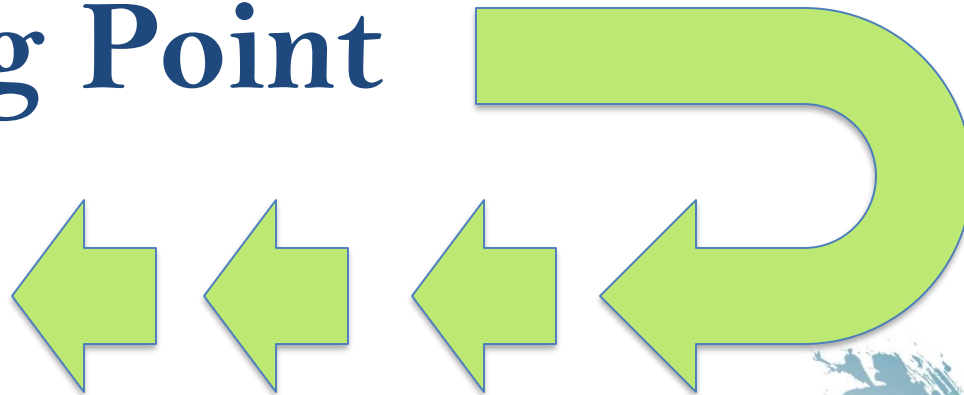
# What's Love Got to Do With It?

Think back to a time...

When you had a negative experience...

Now a positive experience....

# Turning Point



# Five Best Practice Steps for Giving Feedback

- 1 Find Your Zone
- 2 Get Smart
- 3 Create the Message
- 4 Deliver the Feedback
- 5 Encourage, energize & end well

## Working Definition of Feedback

*Information shared with another person or group for the distinct purpose of improving results or relationships.*

Effective feedback is not venting, blaming, shaming or yielding to excuses.





## Let's Brainstorm & Problem Solve

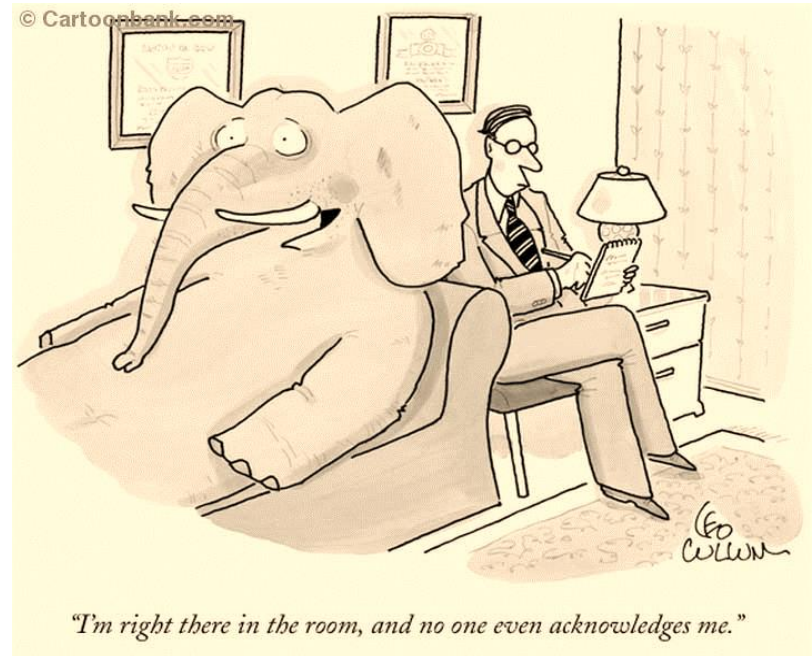
Pat is my co-worker – She cuts me off in meetings while I am talking

**What will happen if I do not provide feedback?**

**What could be improved if I do provide feedback?**



# Why don't we give feedback ? ? ? ? ?



# Why Don't We?

What I say to myself that holds me back:	What could it mean:
What if they get mad at me?	Fear of the other person's reaction. People can become defensive and emotional when confronted with feedback.
Who am I to offer feedback?	Low competence and confidence in sharing feedback. Providing feedback is not in the job description.
I don't know how to give feedback.	Lack of practice. It feels uncomfortable and does not feel worth the trouble.
I don't see them regularly, so I don't need to confront them about it.	I have a remote team and sending feedback through email or over the phone is hard because I cannot see facial expressions or be certain if they received the feedback in the way it was intended to build results and relationships.
They are more experienced than I am, so I am sure they know what they are doing.	I am nervous about giving feedback to someone who is older and more established than me in the organization. I was taught to respect my elders.

## Three Unique Characteristics:

◆ **Ask Permission**

◆ **What is the Intent?**

Why am I offering this feedback?

What's In It For Them (WIIFT) ?

◆ **Show Appreciation**

How does this person contribute ?



The

# Feedback Revolution

Creating a  
performance culture  
with feedback

# Thank You!

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