

4 FEEDBACK (SEEKING & GIVING)

4. FEEDBACK
 Our leaders both provide, & actively seek out, timely & pinpointed feedback (both positive & constructive).
 - We see feedback as a critical gift. - We recognise and celebrate our successes



WHY THIS IS A PBS LEADERSHIP FUNDAMENTAL?

Feedback is the cornerstone of growth, development, and high-performing teams. Leaders who actively seek and provide feedback create a culture of openness, trust, and continuous improvement. Feedback enables individuals to understand their strengths and areas for growth, promotes collaboration, and ensures alignment with team goals. A leader who engages in feedback is not only improving their team's performance but also cultivating their own leadership effectiveness.

GUIDANCE TO SUCCEED

- ✓ **Specific & Timely:** Effective feedback is clear and immediate. Ensure that the feedback provided is focused on specific behaviours, actions, or outcomes, and given soon after the event.
- ✓ **Balance Positive and Constructive:** Recognize and reinforce good performance while also addressing areas that need improvement. Both aspects are crucial for maintaining motivation and growth.
- ✓ **Seek Regular Input:** Feedback is a two-way street. Regularly seek feedback from your team to understand how you can better support them and enhance your leadership style.
- ✓ **Normalize Feedback Conversations:** Cultivate an environment where feedback is seen as a routine and valuable tool, not just a tool for correction. Make feedback exchanges natural, and ensure it's ongoing rather than occasional.
- ✓ **Ask for Improvement:** Show humility and openness by regularly asking, "How can I be a better leader for you?" This empowers your team and builds stronger relationships.

TACTICS TO GIVE & SEEK FEEDBACK

SBI Model (Situation, Behaviour, Impact): Use the SBI model for structured feedback:

- **Situation:** Describe the context in which the behaviour occurred.
- **Behaviour:** Focus on the specific behaviour or action.
- **Impact:** Explain the impact this had on the team or the organization.

Active Listening: When receiving feedback, actively listen without interrupting. Ask clarifying questions to ensure full understanding and to show respect for the input being shared.

Feedback Loops: Establish regular feedback loops. Hold debrief sessions after tasks or projects to gather insights on what went well and where improvements can be made.

Encourage Peer-to-Peer Feedback: Promote a culture where team members provide feedback to one another. Peer feedback builds trust and strengthens collaboration, creating a more resilient team dynamic.

By embracing feedback - *both Giving and Seeking* - it becomes a catalyst for personal growth, team cohesion, and sustained high performance. When done consistently and with intention, feedback transforms leadership and drives success – **It's a GIFT DON'T WASTE IT.**

