



# ASKING FOR FEEDBACK FORWARD

## Checklist & Script



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***Yesterday***, I was wise, so I wanted to change the world.

***Today***, I am wise, so I am changing myself.

Rumi - *12<sup>th</sup> Century Philosopher*





Be the courageous SUPER Leader  
to make a difference in self and others!



# SOME FACTS ABOUT FEEDBACK

**“Asking for feedback is rarely about getting the facts right...instead, it's about differing views, feelings, and values.**

**Reasonable people differ about all these things.”**

**- Robert Witherspoon**

**DID YOU KNOW?**

To get someone to truly change their behaviors, it all starts with a **willingness** to hear them out.



# CHECKLIST FOR EFFECTIVE FEEDBACK

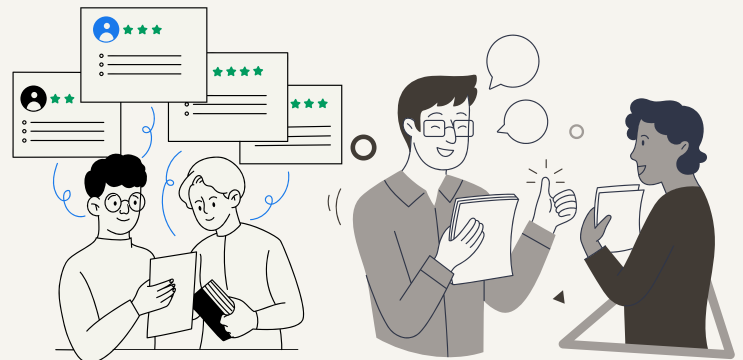
- ① Ask for feedback for 'you' as a leader to help you grow in your role and for the organization
- ② Make it 'goal-oriented' & 'future-focused' - See "Two Stars & a Wish" framework
- ③ Request it to be specific, timely, meaningful, and candid
- ④ Ask to keep the focus on a process or behavior (not you as the person)
- ⑤ 'Feedback Forward' can be positive or negative
- ⑥ Doesn't assume it's right...it's their perspective
- ⑦ Use 'Helpful Phrases' to 'frame' their response
- ⑧ Say 'Thank You' for their courage in sharing their perspective(s)



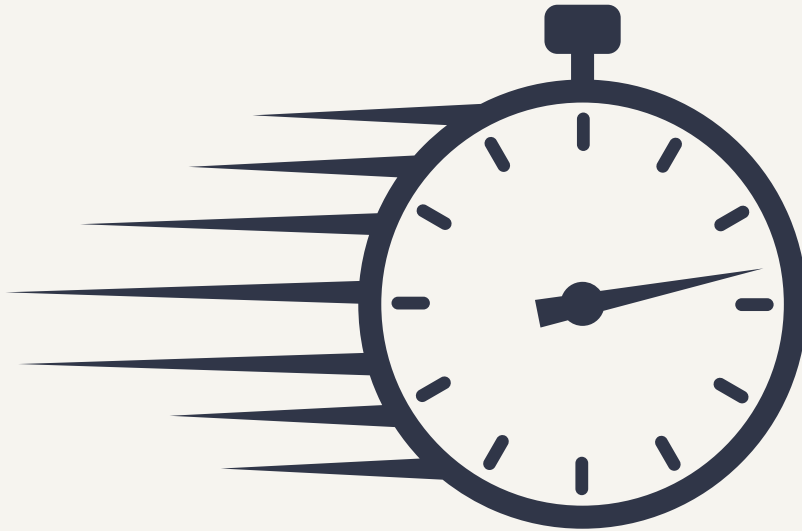
# HOW OUR BRAINS WORK

## WHY and HOW FEEDBACK MAKES A DIFFERENCE

- We respond positively to constructive feedback (i.e., “Here’s what you did wrong”) only one out of 13 times
- Five times as much real estate in our brain deals with threats (e.g., negative feedback) than responding to rewards (positive feedback).
- Feedback that builds on what we did right motivates us to put more energy into that behavior, increasing our self-efficacy and performance.



# #1 TIMELY



**Seek out feedback as close as possible  
to the action or behavior in question**

*(positive or negative).*



## #2 MEANINGFUL



- Add content and precision to the management message.
- Put “context” around the message – the impact on...
  - the organization
  - the department
  - your (and other's) personal and professional development.
- Asking for feedback focuses on seeking meaningful and actionable information regarding a behavior or change in direction.
- Make it safe for ongoing feedback if other(s) see the pathway wavering.



## #3 SPECIFIC



### Two Stars & A Wish

*Share with me two things you feel/believe I'm doing well.  
What's one that you feel/believe I can improve upon?*

Help frame their response by focusing on attributes, characteristics, decisions, or performance.



# FRAME YOUR RESPONSE WITH...

Here's what I understand you saying...

- *I hear you suggesting that ...*
- *It's important to you that...*
- *Here's a proposal to consider...*
- *Help me understand...*
- *Say more about that...*





**People will forget what you said,  
people will forget what you did,**

*but people will never forget  
how you made them feel.*

*Maya Angelou*



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# ASKING FOR FEEDBACK FORWARD



## The Two Most Powerful Words

*Use them deliberately to show acknowledgment  
for their courage in speaking up!*

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