

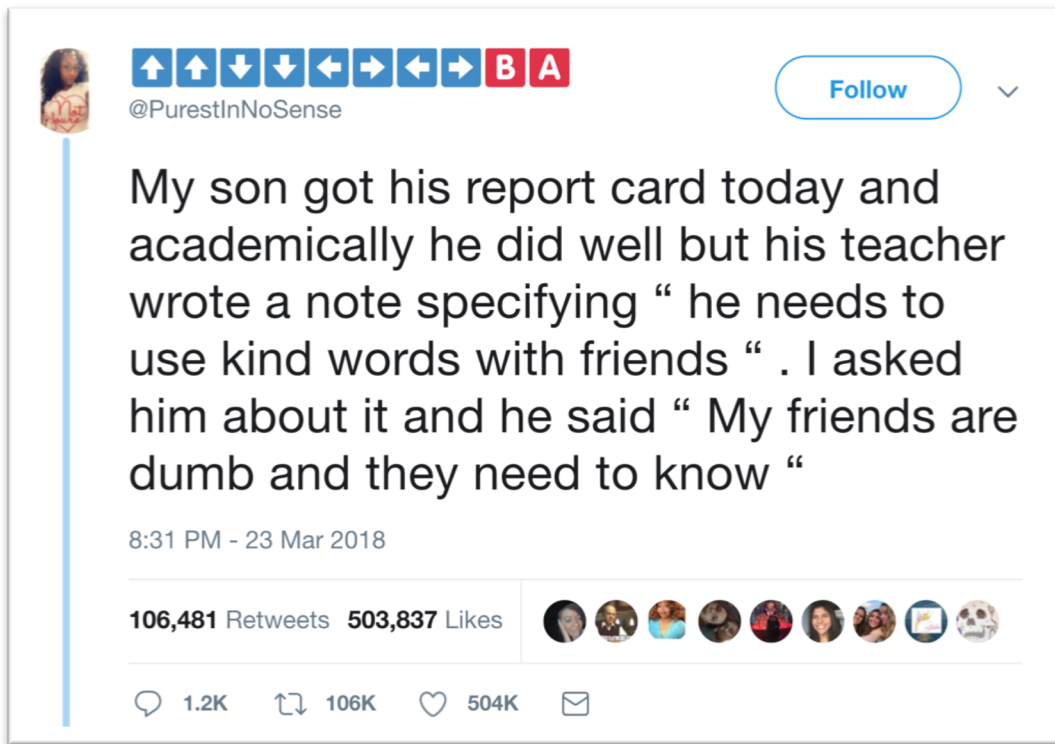
*Baby Got Feedback:  
How to Give and Take Feedback Like A Boss*

Sarah Hagan

@thesarahhagan

*Feedback, feedback, feedback  
to where you once belonged.\**

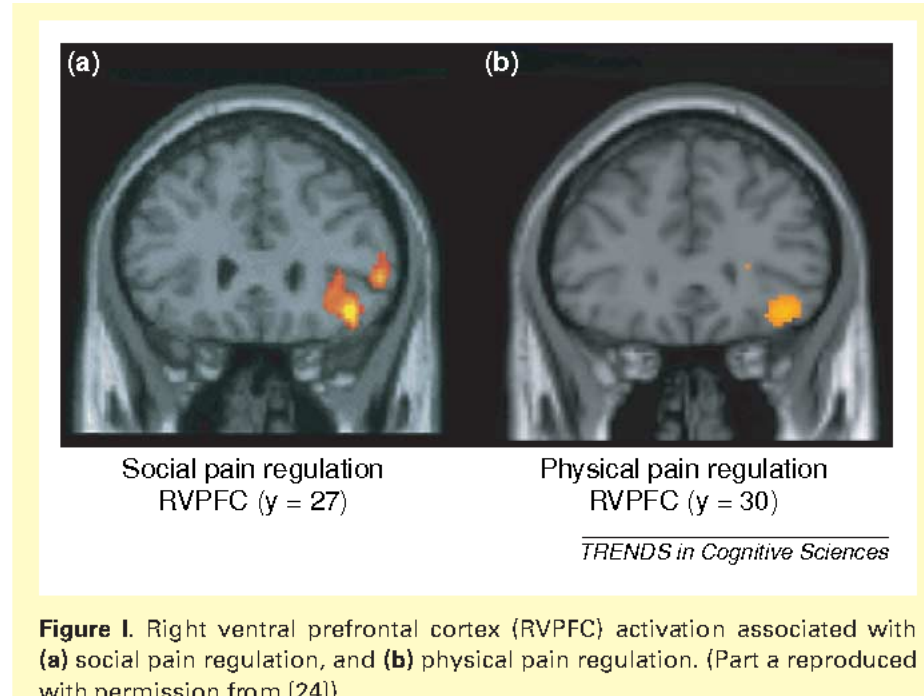
\*Basically the Beatles



A screenshot of a tweet from the user @PurestInNoSense. The tweet text reads: "My son got his report card today and academically he did well but his teacher wrote a note specifying " he needs to use kind words with friends " . I asked him about it and he said " My friends are dumb and they need to know " ". The tweet is dated 8:31 PM - 23 Mar 2018. It has 106,481 Retweets and 503,837 Likes. The interface shows a 'Follow' button and a dropdown arrow. At the bottom, there are icons for replies (1.2K), retweets (106K), likes (504K), and a direct message icon.

*And I can't fight this feedback anymore,  
I've forgotten what I started fighting for.\**

\*Not Really REO Speedwagon



*Feedback in black, I hit the sack,  
I've been too long, I'm glad to get feedback.\**

\*Not Actually AC/DC



Seek Feedback

*Feedback, with the force don't stop—  
don't stop 'til you get enough!\**

\*Manager Michael Jackson

## Specific; event-related

“How did I show up in that meeting?”

“Can you give me some feedback about that email?”

## General

“What could make me more successful in this role?”

“How can I/my team support you/your team better?”

*I got 99 problems and feedback's one.\**

\*Jay-Z j/k-ing

**Molly Telford**  
@mollytelfordMRX

Follow

Today's lesson about asking the right question to get meaningful data, brought to you by a 4 year old:

Me: Should I put a banana in your lunch today?  
Him: Sure! They are healthy & I'm supposed to bring healthy food.  
Me: Will you eat it?  
Him: Definitely not. I don't like bananas.

10:19 AM - 3 Feb 2018

8,667 Retweets 29,935 Likes

155 8.7K 30K

*Take a risk, take a chance, make a change, and give feedback.\**

\*Kinda Kelly Clarkson

Truth



Relationship



Identity



Shift from:

“That’s wrong!”

Shift to:

“Tell me more.”

*Take a risk, take a chance, make a change, and give feedback.\**

\*Kinda Kelly Clarkson

Truth



Relationship



Identity



Shift from:

Who

Shift to:

Who and what



*Take a risk, take a chance, make a change, and give feedback.\**

\*Kinda Kelly Clarkson

Truth



Relationship



Identity



Shift from:

Shift to:

I suck!

I'm growing!

# *What's feedback got to do, got to do with it?*

\*Totally Tina Turner



Give Feedback

*We are never ever ever giving feedback together.\**

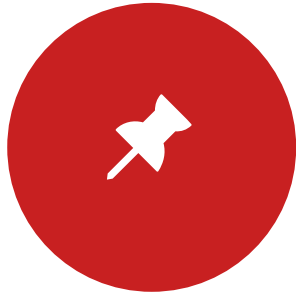
\*Totally Taylor Swift

- 1 Talk face-to-face
- 2 Prime the feedback
- 3 No sandwich protocol
- 4 Make it timely
- 5 Focus on the SBI
- 6 Follow up when appropriate

# *Is this the real life? Is this just managing?\**

\*Quintessential Queen

Situation



Anchored in time  
and place; be  
specific



Behavior



Observable action;  
only what you  
heard/saw



Impact



On you, others,  
task, or company

*Sometimes feedback don't feel like it should,  
Feedback hurts so good.\**

\*John Mellencamp Managing

Instead of: *“You were really rude yesterday.”*

Situation: During our conference call yesterday afternoon,

Behavior: I noticed you interrupted several of us on multiple occasions.

Impact: I was frustrated [*impact on me*] and I sense that others were also affected. I'm concerned those interruptions might get in the way of the team we've been building, and the comfort of everyone developing creative solutions [*impact on others/task*].

TV  
PG

FUNDAMENTALS

- Business
- Office Work
- Social Media

Think about a situation where you need to give (or should have given) feedback.



Anchored in time and place; be specific



Observable action; only what you heard/saw



On you, others, task, or company

+ Positive Impact				- Negative Impact			
Amused	Content	Glad	Peaceful	Abandoned	Exasperated	Nervous	Scared
Appreciated	Delighted	Gratified	Powerful	Agitated	Fearful	Odd	Shocked
Bold	Determined	Happy	Proud	Ambivalent	Flustered	Overwhelmed	Startled
Calm	Engaged	Honored	Relieved	Angry	Foolish	Pain	Stressed
Capable	Excited	Hopeful	Rewarded	Anxious	Frightened	Panicked	Stupid
Challenged	Fearless	Inspired	Safe	Betrayed	Frustrated	Pressured	Tense
Comforted	Free	Intrigued	Satisfied	Confused	Guilty	Rejected	Threatened
Confident	Fulfilled	Liked	Welcome	Defeated	Irritated	Remorseful	Tired
				Diminished	Isolated	Restless	Trapped
				Distracted	Judged	Rushed	Uneasy
				Disturbed	Left out	Sad	Worried

*Don't stop be-leadin', hold onto that feelin'!*

\*Joking Journey

Slides:

[speakerdeck.com/thesarahhagan](https://speakerdeck.com/thesarahhagan)

Links to resources:

<https://github.com/thesarahhagan>