



FEEDBACK

WHY I NEED TO RECEIVE, WHY I NEED TO GIVE

FEDERATION UNIVERSITY WENDY HALL – 11/11/2020





Neuroscience snapshot

1. Why I need it, why I need to give it
2. What is going on in our brains when we receive feedback?
3. What is the impact of giving feedback?



3 KEY PRINCIPLES OF THE BRAIN



Prediction – need for certainty



Survival – protect from danger



Conserve energy – need to be energy efficient



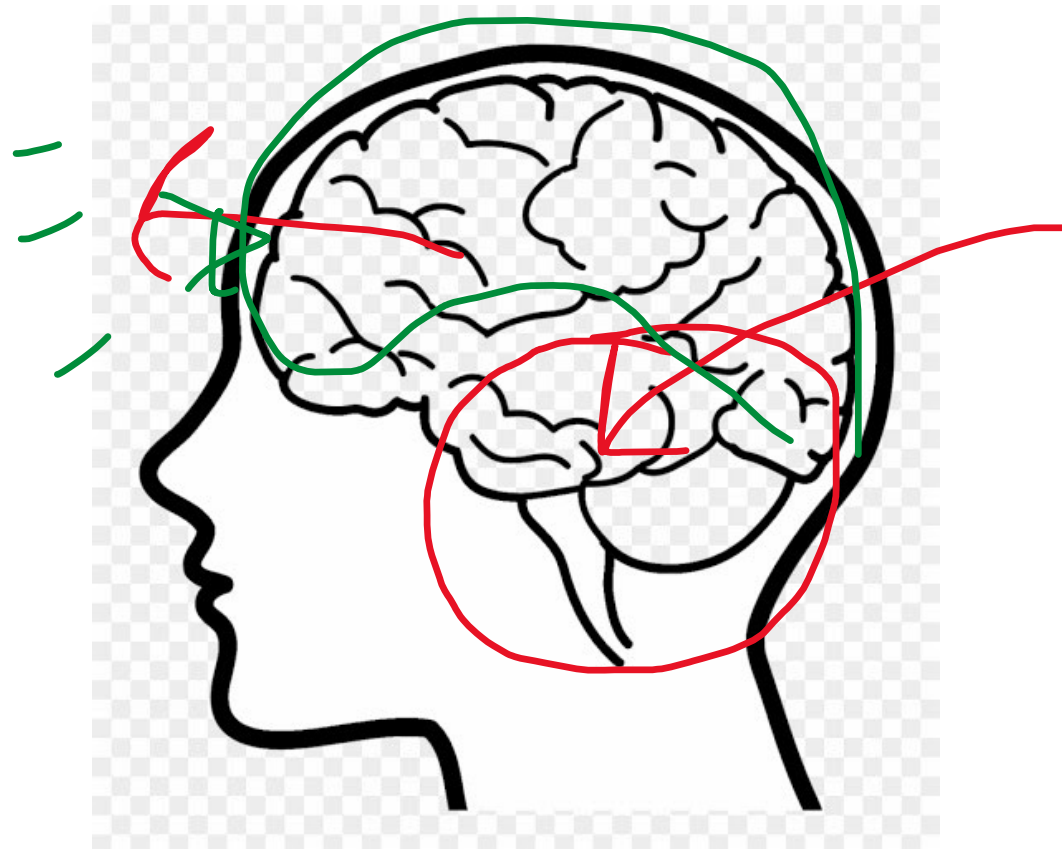
3 QUESTIONS OF WORK

DR IAN MCDONALD
SYSTEMS LEADERSHIP

1. What am I supposed to do?
(what is my role)

2. How well am I going?
(performance level)

3. What is my future? (how do I
learn and grow?)



WHAT IS HAPPENING IN MY BRAIN WHEN I AM RECEIVING FEEDBACK?

Protective – move me away from threat

Productive – move me towards, reward

SOCIAL NEEDS



Low Significance – ~~the sense that I matter in the eyes of others,~~ *High* and my contribution is valued

Certainty – I have clarity now and into the future

Autonomy- the sense that I have choices and influence

Relatedness – the sense that I belong

Equity - the sense that I am being treated fairly and equitably



When you have received productive feedback

WHY WAS IT A PRODUCTIVE EXPERIENCE?

- The process met my SCARE needs
- Content relevant
- Timely
- At the right level



GIVING FEEDBACK - DIFFERENT PEOPLE & DIFFERENT NEEDS

A Place for Negative Feedback?

Consciously Incompetent

- What do you think went well?
- What do you think others might have been impressed by...I was impressed by...
- How can you build on these successes?
- Are there any areas you think you could focus more on to continue to gain greater skill in this area?

Consciously Competent

- You clearly have expertise in...
- Are there specific areas you would like some feedback on?
- I have some suggestions about areas that it may be useful to focus attention on to help improve your practice.

PROCESS PITFALLS



Confirmation
bias



My perspective



Timeliness



Courage



Placement



Seeking
permission



**BRAIN
FRIENDLY
FEEDBACK
TOOL KIT**

1. RAP

2. BUILD

3. RRR

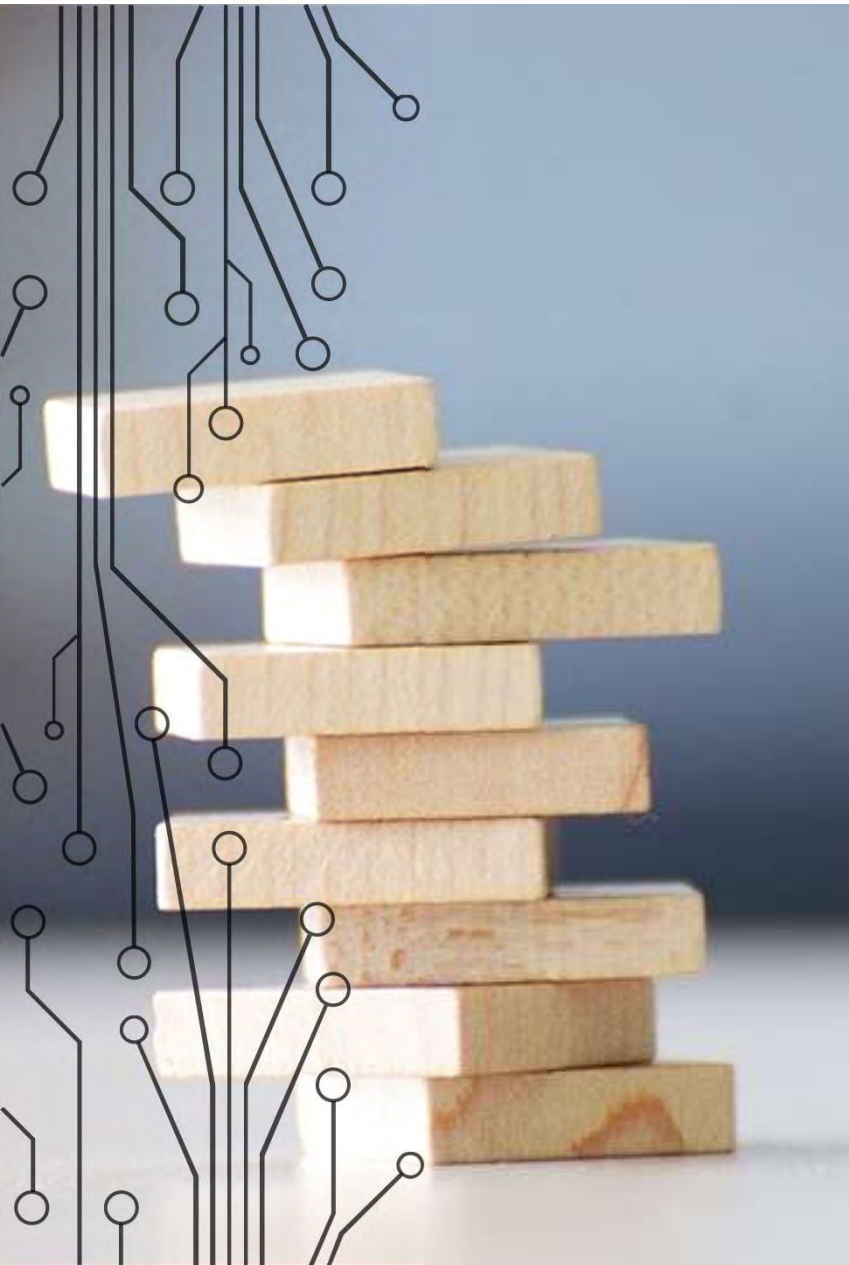
RAP

- **Reason** - give the reason why the attainment deserves acknowledgement (Big Picture, Context)
- **Attainment** - describe the achievements you are recognising specifically i.e. customer service, met standards, met values etc
- **Praise** – well done! Thank you



Good
Job 😊





BUILD

- **B**ig picture - specifically state the constructive purpose of your feedback
- **U**nderstand - discuss what you have observed using facts and its impact
- **I**nput - ask/allow the people to make own meaning
- **L**earn - mentor and guide them to find new meaning
- **D**o - end with an agreed approach

RRR



- **Reason** - The first time you need to give corrective feedback talk about the content i.e. late, rude
- **Repeating pattern** - The second time they need corrective feedback talk about the pattern that is forming not the content i.e. don't talk about them being late again
- **Relationship** - The third time they need corrective feedback talk about the breach of trust and respect in the relationship



WHY IS ALL THIS IMPORTANT?

Social beings, need to feel we belong and maintain self image with others

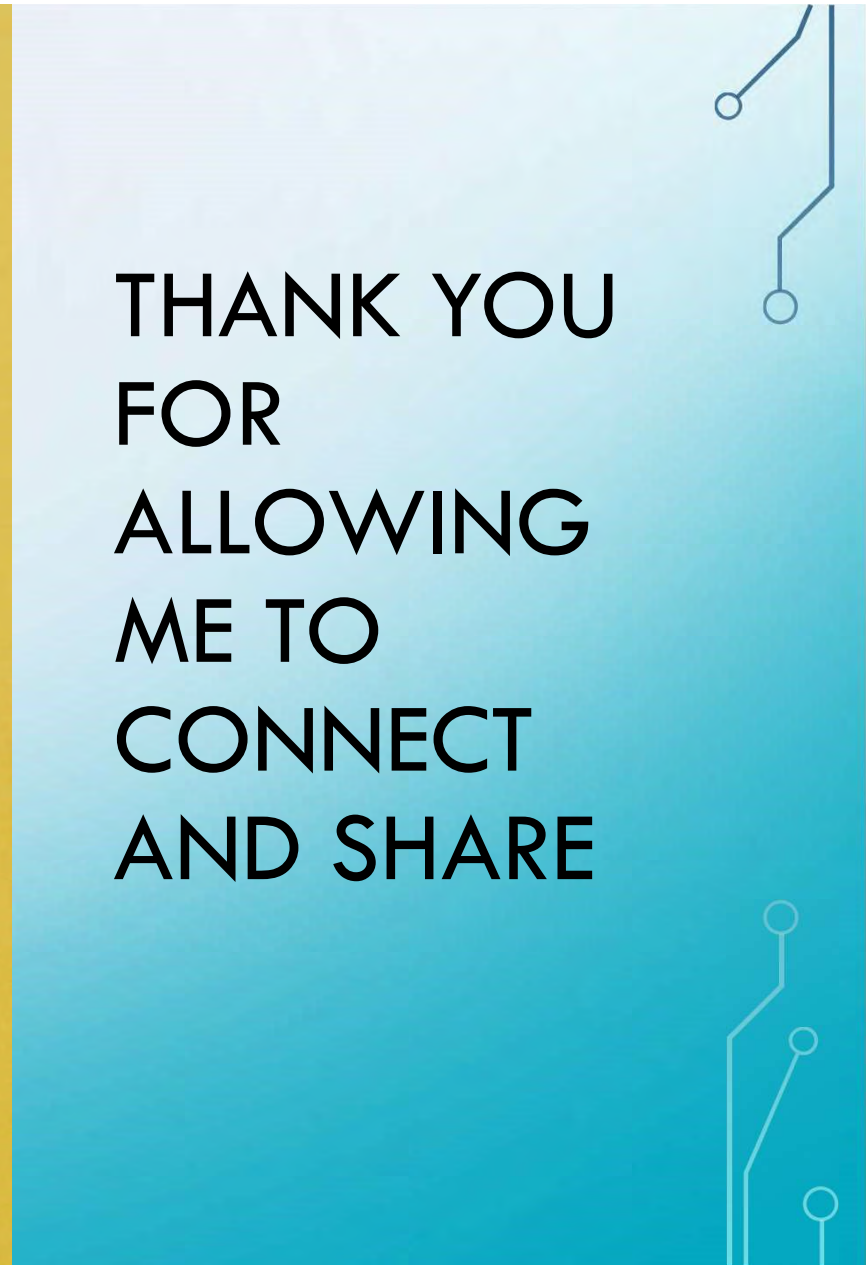
We are wired to belong/survive in groups/teams/tribes – makes us feel productive

Fear inhibits learning, problem solving and collaboration

We feel social pain - long lasting and informs our predictions



**THANK YOU
FOR
ALLOWING
ME TO
CONNECT
AND SHARE**



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