

## Time to Grow with Feedback, From Pro Way Development!

Now that we're well into the second quarter of the year – have you asked your manager how you are performing? If you have employees, have you given them any feedback? Feedback should be healthy communication between you and a team member or leader that reinforces competence and aligns expectations towards a business-related goal. Feedback, when it is focused on behaviors that people can keep doing or do differently, then we can grow in our jobs and even be motivated to do more.

Behavioral feedback is always based on some type of description. It can be:

- ◆ An action or words someone said
- ◆ Observed, described, or heard,
- ◆ And, most importantly, they are things that can be changed!

Be sure the feedback you are giving isn't judgmental. Judgmental feedback won't help your team. It is:

- ◆ Something you conclude
- ◆ Cannot be observed
- ◆ Your opinion and not always a fact

Judgments may sound like the following statements that aren't specific and don't give you a behavior you can keep doing or change.

- "You don't accept feedback."
- "Great job." Even "good feedback" needs to be specific and behavioral.
- "He has a bad attitude."
- "She's highly effective."

You're better of saying:

- "When you roll your eyes at me it feels like you don't accept feedback."
- "When you answered John's questions about our proposal in the meeting you did a great job."
- "Not, "He has a bad attitude," but when he's late three times a week it looks like he has a bad attitude."
- "She's highly effective, when she completes the reports for feedback, on time."

If you are a manager, give some behavioral feedback both developmental and reinforcing to help your team. If you are speaking with your direct report or even some colleagues ask for some!