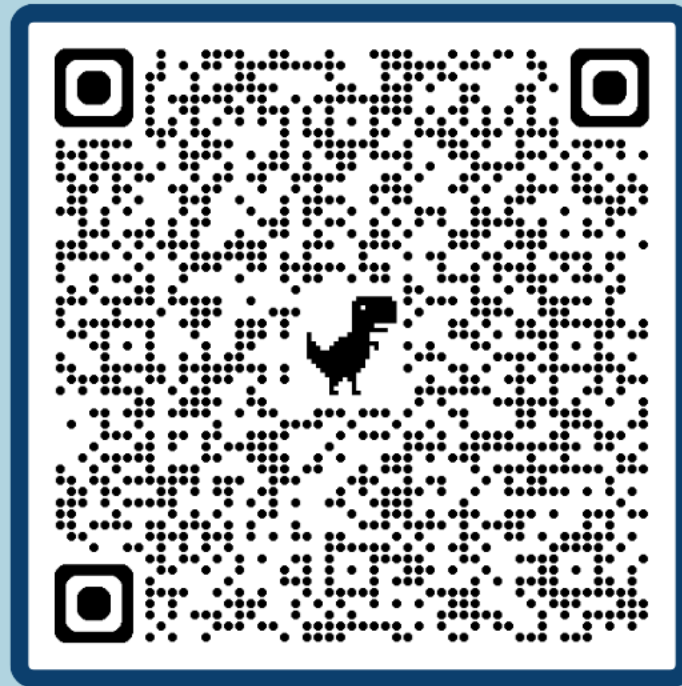


THIS LINK IS FOR A INTERACTIVE ACTIVITY AT MSBO 26



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MORE THAN JUST A “SOFT SKILL”

LEARNING THE ART OF FEEDBACK



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HI I'M TRAVIS

I'm a Senior Technical Support Specialist with Oakland Schools, and I believe feedback can change the world. When we communicate with empathy, courage, and positive intent, everything shifts. Mindsets grow, trust deepens, and progress becomes possible. I'm here to help others discover how feedback can transform the way we live, lead, and lift each other up.



FEEDBACK



Definition:

Information about reactions to a product, a person's performance of a task, etc. which is used as a basis for improvement.

SESSION GOALS

Understanding

- Positive intent and how it fits into feedback
- Effective feedback
- Ineffective feedback

Giving

- Initiating feedback
- Asked to give feedback
- *ACTIVITY*

Receiving

- Opportunity
- Asking for feedback
- What's next?



UNDERSTANDING



UNDERSTANDING



Its a Gift

UNDERSTANDING



Positive Intent

MY POSITIVE INTENT



PURPOSE

CONNECTION

STANDARD

COURAGE

EFFECTIVE FEEDBACK

POSITIVE SPECIFIC

NEGATIVE SPECIFIC



EFFECTIVE FEEDBACK

POSITIVE SPECIFIC

NEGATIVE SPECIFIC

Comes from a place of positive intent
Describes a specific behavior that can be seen or heard
States the impact of the behavior
Is always about the work
Timely

INEFFECTIVE FEEDBACK

POSITIVE GENERAL

NEGATIVE GENERAL



INEFFECTIVE FEEDBACK

POSITIVE GENERAL

NEGATIVE GENERAL

Saying they are wrong
Venting emotions
Making it personal
Being confrontational
Giving in an open environment with others present



GIVING FEEDBACK



GIVING FEEDBACK

BEHAVIOR

IMPACT



GIVING FEEDBACK

WHEN YOU INITIATE

Reflect on your intent and what you've observed

Ask for their permission

Describe the specific behavior

Describe the impact or possible impact

Ask for their perspective

Encourage progress

GIVING FEEDBACK

WHEN YOU ARE ASKED

Listen, understand, and reflect

Give a quick overview of the situation

Ask for their perspective

Describe the behavior you saw

Share your perceived impact

Ask for their perspective again

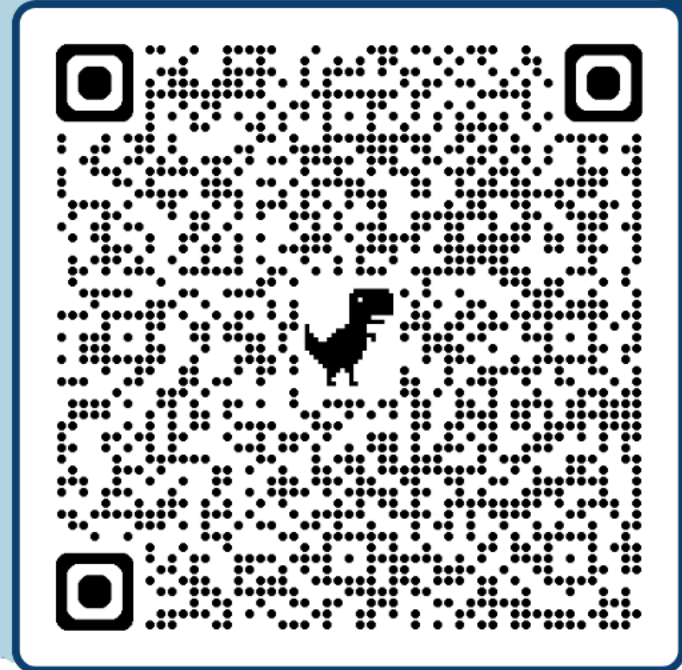
Encourage progress



ACTIVITY



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ACTIVITY

BEHAVIOR

IMPACT



“Travis, everyone hates an activity”

Missing Behavior


Missing Impact

Missing both


Has both

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 Behavior: How someone acts/conducts themselves
Impact: The effect on someone or something

Travis, The instructions you gave were contradictory,
several people looked
confused at the activity.

 Behavior: How someone acts/conducts themselves
Impact: The effect on someone or something

“Everyone looked confused in the meeting.”

Missing Behavior

Missing Impact


Missing both

Has both

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📌 Behavior: How someone acts/conducts themselves
Impact: The effect on someone or something

Travis, during your meeting, several people looked confused. The explanation of the process moved quickly and didn't allow time for questions

 Behavior: How someone acts/conducts themselves
Impact: The effect on someone or something

“This is a horrid presentation.”

Missing Behavior

Missing Impact


Missing both

Has both

Your Canva profile name won't be shared

📌 Behavior: How someone acts/conducts themselves
Impact: The effect on someone or something

Travis, your slides were very text heavy
and hard to read, making it difficult to
stay engaged. Your main points didn't
come across as clear as they could
have.

 Behavior: How someone acts/conducts themselves
Impact: The effect on someone or something

“Good job out there.”

Missing Behavior

Missing Impact


Missing both

Has both

Your Canva profile name won't be shared

📌 Behavior: How someone acts/conducts themselves
Impact: The effect on someone or something

Travis, great job out there. You spoke clearly and confidently. Making your points easy to follow and engaging for everyone at MSBO.

 Behavior: How someone acts/conducts themselves
Impact: The effect on someone or something

“You offered multiple options,
and it made the customer
happy.”

Missing Behavior

Missing Impact


Missing both

Has both

Your Canva profile name won't be shared

📌 Behavior: How someone acts/conducts themselves
Impact: The effect on someone or something

Travis, you offered multiple options and walked them through each one patiently. Because of that, they left feeling heard and supported.

 Behavior: How someone acts/conducts themselves
Impact: The effect on someone or something

“You should communicate earlier to me.”

Missing Behavior

Missing Impact


Missing both

Has both

Your Canva profile name won't be shared

📌 Behavior: How someone acts/conducts themselves
Impact: The effect on someone or something

Travis, you did not communicate to me that the meeting time changed. Due to that, I missed the meeting completely.

 Behavior: How someone acts/conducts themselves
Impact: The effect on someone or something

“It was difficult to hear you because you were speaking so softly. I couldn’t understand what you said.”

Missing Behavior

Missing Impact


Missing both

Has both

Your Canva profile name won't be shared

📌 Behavior: How someone acts/conducts themselves
Impact: The effect on someone or something

Travis, you spoke very softly, which made it hard for others to hear and understand your points. As a result, some important information may have been missed.

 Behavior: How someone acts/conducts themselves
Impact: The effect on someone or something

“I want you to take job training again because your performance doesn’t meet expectation.”

Missing Behavior

Missing Impact


Missing both

Has both

Your Canva profile name won't be shared

📌 Behavior: How someone acts/conducts themselves
Impact: The effect on someone or something

Travis, you have struggled to close tickets within the SLA time limits.
because of this, it is affecting your customers and hurting team efficiency.
I recommend reading through the SLA
again

 Behavior: How someone acts/conducts themselves
Impact: The effect on someone or something



RECEIVING FEEDBACK



RECEIVING FEEDBACK



Positive Intent

RECEIVING FEEDBACK

WHEN PROMPTED

Evaluate if you are ready

Listen, understand, and reflect

Share your perspective

Work together to identify behavior and
impact

Confirm your understanding

Thank them

Follow through

RECEIVING FEEDBACK

WHEN ASKING FOR FEEDBACK

Reflect on your work

Ask for support

Share your perspective

Work together to identify behavior and
impact

Confirm your understanding

Thank them

Follow through



What do you want from feedback?



Honesty

Clarity

Specifics

Ideas

Guidance





Time


Fear

Criticism

Pride

Trust

**What stops
you from
asking?**



WHAT'S NEXT

Understanding

Giving

Receiving



WHAT'S NEXT

Practice!





WHAT'S NEXT

**Take responsibility
for the
environment you
can control**

**Lead with
curiosity, not
defensiveness**

**Turn feedback into
growth**



Thank you!

Feedback on my feedback



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bit.ly/feedback-on

