

FACILITATOR GUIDE

CLASS: HOW TO GIVE FEEDBACK

Use this guide to bring people together, and facilitate your own training using this class. It's not necessary for people to have watched the class in advance as you'll be watching it together and pausing it at specific points. We'd suggest setting aside 1 hour for this interactive training. We've found groups of 24 participants or fewer is preferable and if you're remote, being familiar with how to use Zoom breakout rooms is ideal for the exercises. Before you start, make sure everyone goes to elevateleadership.com to sign in to their own Elevate Academy account.

FACILITATOR QUESTIONS

Before you start the class...

Ask the group to discuss:

- *Why is giving people feedback so hard?*
- *What's the cost of not giving people hard feedback?*

Pop the popcorn and press play!

START CLASS. PAUSE @ 06:11

Ask each person to reflect then share with the group:

- *In which quadrant do you find you tend to land the most often when giving feedback?*
- *Why do you think that might be?*

RESUME CLASS. PAUSE @ 07:09

Ask the group:

- *Let's all think of someone we need to give feedback to. Does everyone have someone in mind?*

RESUME CLASS. PAUSE @ 10:10

Ask each person to reflect then write down:

- *Think of the feedback you need to give. If we take that iceberg analogy, is what you're noticing a symptom of an underlying issue?*
- *What could actually be going on?*
- *Would it be more powerful to give feedback on the bigger picture?*

Ask the group:

- *Who would be willing to briefly share the feedback they have in mind and test whether there's an underlying issue which might be a more effective focus?*

Run the class to the end but then REWIND to 10:21

Ask:

- *Now let's take that feedback we'd like to give and write it out using the 4-point Elevate No Drama Feedback Model. (Give people time to do this)*

INDIVIDUAL EXERCISE : Capture Key Action (4 mins)

Once you've signed in to your account, find this class. Click on the class and select 'Key Action' from the menu bar. Write in when you will commit to having this feedback conversation. What might stop you having it and what's one thing you could do to overcome that?

ROLE PLAY EXERCISE (6 mins)

In pairs practice giving the feedback you just prepared as a role play. Do you have any comments for each other on what you've heard?

If time...

Ask the group:

How might we help people on our team be more open to feedback? (Possible answer: as managers, solicit more feedback ourselves in a context-specific way)

Wrap up key takeaways - The End!

**HAVE QUESTIONS OR NEED HELP
WITH YOUR INTERACTIVE TRAINING?**

Email

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