9 Smart Ways to Exchange Valuable Feedback
(While Building Trust At The Same Time)

Giving others feedback that is open and honest provides BIG value.

It helps them to grow and develop; it also makes interaction with you very attractive – a clear Win-Win.

Getting the same kind of feedback from others helps you grow and develop, too.

However, open and honest is hard to get; it's also hard to give. But it's the only kind of feedback that provides REAL value. It is, in fact, a gift. Cliché, but true.

The challenge is to give and ask for it in a way that build trust, not damages it.

Therefore, I'm going to share 9 smart ways to ensure the feedback you GIVE and GET is valuable *and* builds trust at the same time.

"Open and honest feedback is hard to get…But it's the only kind of feedback that provides REAL value."

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Here are 5 smart ways to GIVE valuable feedback:

1. Express a **clear wish** with the reason/s why:

   "In future presentations I'd like to see more current facts and figures so that we can see your research is relevant to our current situation."

2. Give a **concrete example** and why it would be helpful (preferably one of theirs'):

   "The presentation you gave on last year's final results comparing our figures

with those of our competitors was really helpful. It helped us understand the overall business climate."

3. Give **follow-up feedback** for positive re-enforcement, or on what's still missing:

   "Your presentation yesterday had lots of relevant facts and figures, thanks. I'd still like to see more figures about our competitors so that we can better measure ourselves."

4. Give a **clear benefit** for the suggested improvement:

   "With current information at hand you'll be much more convincing. You'll gain a lot of credibility with your peers and superiors, as well!"

5. Offer **your support** to ensure successful implementation:

   "Please come to me during busy periods so we can look at your other tasks and decide if we need to re-prioritize."

In short, make sure the feedback you give has these 5 key elements:

- Clear Wish – Tell them exactly what you'd like.
- Concrete Example – Take one from their best moments (for high motivation).
- Follow-Up Feedback – Give praise and/or constructive criticism.
- Clear Benefit – Tell them specifically why it's in their best interest.
- Your Support – Offer your full support to enable them.

BUT WHAT ABOUT...

If you want to be a valued leader and colleague, give valuable feedback. Others will want to be led by you; peers will seek out your counsel.

But do you know how to ensure the feedback you GET from others is valuable?

How do you know if the feedback giver is being totally open and honest?

And do you use the same approach when requesting feedback from your peers and from your direct reports?

This is an important difference we'll be covering…

Let's face it – people often hesitate from giving totally open and honest feedback.

Think about it. They don't know how the other person will react. Or, they don't know if it will come back to bite them (e.g. boss).

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These 4 smart ways ensure the feedback you GET is valuable:

Here are 2 ways to get it from peers & superiors:

1. **Introduce the behavior you wish to improve:**

   - *"How much did I look at the ground during my presentation?"*
   - *"Did I cut anyone off during the meeting?"*

And when unaware of your negative behavior, you can ask:

- *"What was missing for you in my presentation?"*
- *"What did you notice about my behavior in the meeting that wasn't well received?"*

By bringing it up first in this way, you invite others to give you the "hard" feedback – the stuff that is often held back.

2. Ask them ahead of time to watch for specific behavior:

- *"Can you observe my eye contact during my presentation?"*
- *"Can you observe me during the meeting and watch for things I do or say that negatively impact others?"*

Coming to the difference between exchanging feedback between peers or direct reports…

A different approach might be needed when getting feedback from your team - so make it easier for them to give it to you.

Here are 2 ways to get it from team members & direct reports:

3. Request regular feedback.

Don't just wait for the official, company-appointed times for feedback exchanges (if a 360° or year-end review is the only time they have a chance to give feedback, how open and honest do you think it will be?).

By giving and receiving feedback on a regular basis, there won't be any big surprises popping up during the official performance review.

TIP: Experiment with your team to find the most effective way to exchange feedback.

Why not ask their preference directly –

"How would you like to give and receive feedback in the team? With me?"

By simply asking for feedback you send the message that you value their opinion. By acting on it you send an even stronger message.

4. Make it part of the team culture.

Make sure everyone understands that feedback is how you (individuals & team) can grow and develop in order to improve performance.

If this is clear and common goal for everyone, they will be open to it - even the "hard" stuff.

Furthermore, if you give people the chance to give you open and honest feedback, they will be more open to yours. If you don't, they won't. Basic human nature.

TIP: Before giving someone feedback on their performance, give them the chance to give you feedback on yours.

Again, why not be open and direct about it –

"I'd like to give you some feedback on the past quarter but first I'd like to know what feedback you have for me?"

"Make sure everyone understands that feedback is how you (individuals & team) can grow and develop in order to improve performance."

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BOTTOM LINE.

In the end, open and honest feedback exchanges save everyone time and energy.

Therefore, learning how to do it is in everyone's best interest.

So whether it's leading a performance review or a challenging conversion, the goal is to make it a robust and fruitful exchange.

Here are 3 Working Guidelines & 3 Resulting Benefits:

- Clarify the purpose of the meeting or exchange for ***increased transparency.***

- Clarify expectations (on all sides) and remove hidden agendas for ***increased trust.***

- Identify and manage conflicts that negatively affect collaboration for ***increased efficiency.***

Increased transparency leads to increased trust. In turn, increased trust leads to better collaboration. Improved collaboration leads to higher efficiency for better performance, another BIG benefit.

Therefore, it is in your very best interest to implement these 3 steps right now:

1. Recognize that valuable feedback is the key to peak performance.

2. Create an open feedback culture in your network or team by making it a primary goal and priority.

3. Practice open and direct contact in all your human interactions.

In my 20+ years of professional experience, open and honest contact is the most effective but also the most enjoyable way to interact with people.

For F2F support implementing these tips & strategies in your team or organization, contact me @ http://thepathtopeakperformance.com/contact/