



## SuperTeams Balanced Feedback Worksheet

People are more receptive to feedback when they understand Feedback is a Tool you and your team can use to monitor progress in achieving their goals.

### Ask yourself this ...

“Have I already let my team know that feedback is a tool we will use to monitor how our work is progressing throughout the project?”

If you answered no, or are just beginning a project with a team here is a script to introduce Feedback as a tool you will be using going forward. During your interviews with team members consider asking the following questions:

*“One of my roles as facilitator is to provide feedback on how the project is going and perhaps ideas to support your work. This Feedback is a Tool to help us reach our goals more quickly. How does that sound to you?”*

*Typically I like to do that verbally and in person. How would that work for you?*

*How would you like to receive feedback?*

*How frequently?”*

### Feedback Session Pre-work:

We suggest you go through this pre-work checklist and review our sample questions before any Feedback Session with individuals or the entire Team. It's also helpful to have this worksheet printed out and in front of you during the session.

- Purpose of this feedback session is:

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- What I observed, was told, or asked to follow up on:

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- The Current state is:

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- The Ideal state is or may look like...:
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### **Live Feedback Session Intro Script**

*“Hi \_\_\_\_\_. Thanks for taking the time to meet with me today.*

*For me, Feedback sessions are a tool to keep our Team on track in this project ... just like a Thermostat. A thermostat gives feedback to the furnace ... to turn it up or turn it down ... to stay right on target. Does that make sense?*

*I don't consider myself to have all the answers. I have MY observations AND I can't see things from Your perspective - which is really important too. What I am interested in here is all of us learning whatever we can to help the Team stay on target.*

*Are you ready to get started?”*

### **9 STEPS TO GREAT FEEDBACK**

After introductory remarks like these ... we suggest the following 9 Step Process. Notice the majority of the steps are open ended questions ... a great way to build Trust and Respect at the same time you are exchanging quality Feedback.

#### **1) Check – In ... with your Observations:**

- What I am noticing happening is...
- What I observed was...
- What I was told was...
- What I was asked to follow up on was...

#### **2) LISTEN and follow up with Discovery Questions:**

- What do you see happening?
- How has it been going for you?
- I'm curious about...?
- What are your thoughts?
- Why do you think that happens?

**3) Continue Listening and Ask Idea/Possibility Questions:**

- What could you do about that?
- What would be the benefit of ...?
- What are some other ways you could approach this?
- How could you get this AND that too?
- How would you suggest we get there?

**4) Get specifics by Asking Actions and Next Steps Questions**

- What do you see as next steps?
- What are you specifically going to do?
- By when?
- How can I help?

**5) Complete the Feedback loop by asking Follow up Questions**

- When is a good time for us to follow up?
- How will we follow up on this?

**6) Say Thank You.**

- Thanks so much \_\_\_\_\_ for taking your time on this.

**7) Mark your calendar with the actions and steps that were agreed to.**

**8) Follow up as was agreed to in the feedback session.**

**9) Give yourself a BIG pat on the back - GREAT JOB!**

**POWER TIP:**

*Lean in close ... I have a little secret ...*

*Try these same tools and questions with your significant other and your family too. Using Questions is a powerful relationship booster that really builds Trust and Respect at work and at home ... check it out for yourself!!*