

BOO Meeting – July 18th – Peer Feedback Presentation

The “Hook” (2 mins, Bowen and Navi)

- Feedback statement scenario
 - We would like to give feedback on your progress as a Squad Leader thus far
 - “Reponse rate to emails” – Bowen to give ineffective feedback
 - How did that make you feel?
 - Facilitated by Navi

Introduction to presentation – WHY (5 mins)

- Intro to presentation + definition of ‘feedback’ Navi
 - The return of information about the result of a process or activity
 - Return = the view/opinion
 - Result = action you wish to discuss
- Why do we give feedback? Bowen
 - See ourselves from a different perspective
 - Allows for clear communication
 - Facilitates growth and inclusivity (makes people feel like they matter) – particularly relevant for building a relationship with the MUG Leaders (emphasize that not all feedback has negative connotations – differs between positive and constructive)
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- Why is it relevant to you? (both in personal/professional life, as well as a SL) Bowen
 - Self-improvement - can specify areas of strengths/weaknesses.
 - Being able to give feedback when in senior leadership position = huge asset
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WHAT (10 mins)

- Intro to activity - Effective vs. Ineffective Feedback Activity (*break into smaller groups; 5 mins*) Bowen
- Surprise! All the statements have aspects of ineffective feedback – debrief activity and go in-depth into what makes for good and positive feedback. Afterwards, return to activity and have SL’s re-frame the feedback statements to make them positive (5 mins) Navi
 - What makes for good feedback? Navi
 - Up front
 - Don’t withhold information; be clear that when you are giving feedback that it is your intention with the conversation
 - Pin-pointed
 - Be as specific as possible, and provide context for the issue.
 - Constructive
 - You are trying to be helpful; be direct! May seem easier to euphemize, but this often can make it more confusing and frustrating
 - Timely and frequent
 - Happens all year long; should occur in a reasonable time (ie: a week)
 - Balanced
 - Provide both types of feedback (positive and constructive) Make sure you are pointing out great things, as well as things that need to change!

HOW

- How to give, receive, and implement change (the follow-through) from feedback?
 - Receive Bowen
 - Listening openly
 - Take the fresh perspective with an open mind – listen thoroughly to the ‘giver’ before you can delve more into details of the feedback
 - Ask questions to understand
 - Ensure that the ‘giver’ is clear with their communication
 - State your opinion
 - What you did in the situation, what you thought was correct, etc
 - Ask questions to re-direct
 - The follow-up – where do I go from here?
 - SOLER!
 - Give Navi
 - Find an appropriate time/place
 - Confidentiality is most often they key – builds trust
 - Be timely!
 - Coaching and telling are two different things
 - Even though you may know what needs to happen, telling them exactly how to do it isn’t always the best way. Coaching is about the process
 - Respect different experiences and styles
 - Different style does not mean that something is wrong
 - Relax! Most people want to improve, so your feedback is welcome!
 - SOLER!
 - Context – always give a follow-up on how to implement the change (if applicable) – don’t leave the receiver hanging with the feedback received, but no idea how to change their behavior
- Tri-Feedback Activity Both
 - Either give scenario, or give feedback on group members?
 - Debrief – how did you feel giving and receiving the feedback? Emphasize that there is NO negative connotation with feedback – feedback is good! Promotes growth and development and is not a personal attack – you are not commenting on the individual, just the behavior they have exhibited.

Wrap-Up!

- Peer feedback – now that we’ve gone through how peer feedback plays an integral role in team building and group dynamics – use this information in the next session.

Facilitator

- Draws out ideas, stimulates discussion
- Makes sure that each member of the group is heard
- Reads the Group
- Flexible; changes their approach if needed

Harmonizer

- Agrees with others frequently
- Looks to relieve tension and avoid conflict
- Tries to reconcile differences or jumps to defend
- Sometimes takes over facilitation

Special Interest Pleader

- Repeats same problem to every question
- Motivated by recognition
- Wants everyone's ideas to be heard and tends to go with every idea
- Sometimes gains attention by not understanding and questioning

Do'er

- Action oriented
- Immediately thinks of the steps to get a project done
- Tends to overlook bigger picture
- Moves ideas into concrete plans
- Impatient within discussions and waiting for answers

Dominator

- Gets set in their own idea, inflexible
- Wants to contribute fully to everyone's ideas
- Speaks their mind and always gives their opinion
- Enjoys being active in discussion
- Interprets silence as not being engaged

Silent Member

- Withdrawn, not engaged
- Not willing to share
- Takes time to gather thoughts before speaking
- Deep thinker; processes information on a larger time scale

Distracter

- Whispers to others, gets off subject, daydreams
- Texts or emails on phone/computer
- Not focused on discussion
- Nit picks small details
- Engages in focused discussion
- Does not get stuck on one idea, able to think outside box

Innovator

- Brings new ideas to the table
- Thinks outside the box
- Does not think of the feasibility of implementing ideas
- Doesn't think about purpose of ideas and projects
- Throws out ideas without thinking

BOO Meeting Questions – Large Group Discussion

- 1) Take a group poll on which personality you usually are in group discussions.
- 2) How does this relate to Orientations?
- 3) Can you use this new knowledge when planning emails? Meetings? Training? SSW?
- 4) How does this relate to Peer feedback? Can you use this as a tool to help you provide better Peer feedback?
- 5) How can you communicate this to your MUG/Group leaders? What are ways that your MUG/Group leaders can use this in their roles?