

Leadership Through Feedback

GoSkills online course syllabus

Skill level

Beginner

Lessons

27

Pre-requisites

No prior experience needed

Video duration

1h 19m

Estimated study time

1h 21m

Instructor

Linda Croyle

Introduction

1 Mastering the art of feedback

What Exactly is Feedback?

2 What constitutes feedback?

If you don't understand the primary purpose of feedback and what constitutes feedback, you'll miss important opportunities.

3 What is effective feedback?

How you say something is often more important than what you say.

4 Why is feedback so important?

As a leader, feedback is your best tool to not only make course corrections along the way but to enhance every element of your organization.

5 Why is feedback so difficult?

This video not only outlines why feedback can be so difficult, it also gives you four steps to minimize the difficulty and keep your feedback conversation positive and on-track.

6 Informal vs. formal feedback

Knowing the differences between formal and informal feedback, and accounting for those differences in your conversations is an important distinction.

The Brain Science of Feedback

7 Getting to know the primitive brain

Our brains often "shut down" in the feedback process, minimizing our chances of effectiveness.

8

How our brains learn

You need to teach people in the way that they learn best and you need to communicate with them in a way that they understand.

9

Wired to connect

As hard as it may sometimes be to remember, human beings are hardwired to connect.

Communication Patterns

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What are communication patterns?

Recognizing and adapting to people's preferred communication styles is one of the most overlooked and important elements of effective communication.

11

To excel, you must know your patterns

All effective communicators reflect on how their communication patterns and habits have been shaped by their environment.

12

To excel, we must know others' patterns

Until you understand your communication style(s), you will not only be limited in understanding and accepting others', but you'll be less able to modify your message to be most effective.

Addressing Bias in Feedback

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Addressing common biases

Biases lead to positive or negative perceptions of people, which in the workplace, can affect expectations, performance reviews, and growth opportunities.

14

Giving feedback up, down, and across

While there are some basic characteristics that underlie all feedback, there are some subtle distinctions to make when considering whether you are communicating "up" to a boss or supervisor, "down" to a subordinate, or "across" to a colleague or friend.

15

Giving feedback cross-culturally

You can no longer allow bias and unawareness to block open communication, equity and success.

Building Strong Foundations

16

Establishing solid relationships

Effective feedback begins and ends with relationship building.

17 **3 Pillars of emotional intelligence**
Building relationships is one of the main pillars of emotional intelligence (EQ).

18 **Being a fierce advocate**
Being a good manager, means being an effective advocate.

19 **Building up trust**
There are no real relationships without trust, and the best way to increase your trustworthiness – and consequently your relationships – is to follow the 7 simple steps to trust building described in this lesson.

20 **A strong sense of integrity**
Ethics and integrity are foundational components of relationship building and effective feedback.

Giving Feedback

21 **Do the prep work**
Giving feedback can be challenging but when done correctly, you've achieved your intended results and made the communication a positive experience for all involved.

22 **How to structure the conversation**
Studies show that if you don't have a structure in place when giving feedback, your biases tend to take over which can make your feedback ineffective.

23 **Follow up and action plans**
All good communication requires follow up and closure.

Receiving Feedback

24 **The feedback decision tree**
One often overlooked secret to being better at giving feedback is being better at receiving it.

25 **Give them a hand**
If you want the benefits of receiving honest feedback (and you know you do!), you need to make it easy for others to give it to you.

26 **Acknowledge understanding**
When giving feedback, it's important to check for understanding.

Conclusion

27 The future of feedback

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