



May 7, 2016

How are you providing feedback?



Last week we discussed why we need to be building teams for the future. We all understand the value of an A grade team, but how do we help someone from being B grade to A grade? And how do you get more from your A graders? The answer is feedback!

As a business strategist to many business owners and their teams I get to witness and eventually work with business owners and leaders on the importance of communication and the ability to provide assertive feedback.

Feedback must be based on observed facts about behaviour in order to prevent people taking the message personally and becoming resistant. It must never be about them as people. Once the feedback has been given you should listen to what the person has to say before asking him or her what they think a more appropriate action might be, or suggesting one yourself.

Here are some guidelines to providing feedback to people in your team:

- Always have a positive intention
- Give feedback on behaviours not people
- Give feedback at the time
- Use specific examples
- Only use first person examples, not third person examples and second-hand opinions
- Be consistent and accurate and never contradictory

Congruency ensures that as you give feedback you should take the learnings from those that provide it to you.

Remember, always be constructive. The purpose of feedback is to motivate your team and to help them to continuously improve their performance.

Remember too that feedback may be used to reinforce a behaviour that is considered to be positive as well as to change a behaviour that is considered to be negative.

As the leader you have a responsibility to create an environment within your team where giving and receiving constructive feedback is considered the norm.

Healthy effective teams regularly exchange feedback between all team members. So are you providing feedback?



M500 May - Wednesday 25 May
High Performance Teams - they're one of your business' most important assets!

[Register today](#) to meet two guests who understand why having the right people on the team is an absolute non-negotiable for any business owner.

Our guest speaker this month is **Marc Montagner, National Sales Manager for Printing and Imaging at Alloys** who has worked hard to develop an elite winning culture that supported both company values and job satisfaction whilst contributing to sales revenue growth from \$45M to \$150M.

We are also delighted to be showcasing our Champion in Business for the month **Paul McRedmond, Stefan Schulz and Ross McDonald, Directors of Traffic Diversion Group** who have built a reputation for safe and efficient traffic management services utilising the experience of their 200+ team and their commitment to service whilst growing at a rate of 100% year on year.

[Book your seat today!](#)

And finally, to all the **mums in business** within our community we truly hope that you have a fantastic day tomorrow and that you take the time to reflect on the amazing things you have achieved, and are going to achieve in the future.

Mums in business are often more flexible and plan for the unexpected, set boundaries for their business and home life to ensure efficiency in both areas at the right times, and create a support network around them - great traits for all great business owners - mums or not!

Power to you!

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