

FEEDFORWARD + UPWARD FEEDBACK



Statements that people are thinking about when considering FEEDBACK

- I regularly ask for ways I could improve from my colleagues (peers, one up leader, and direct reports)
- My direct reports frequently provide their opinions and ideas on my strengths as well as how I can improve, both positive and constructive.
- I would say that feedback is a gift.
- I take action on the feedback I receive.
- I give feedback that focuses on what people need to improve or changes
- I talk to the person directly, remain calm, explain how I feel, and say what needs to change.

Overview :

To improve our performance, how we are being perceived on the job and ultimately grow and develop, we need to be skilled at giving and receiving feedback. However, this can trigger our own sense of worth, of value, and make us feel vulnerable...all of which may shut us down rather than help us grow. Many people dread giving feedback. Just about all of us dread getting it.

Learning Outcomes - Participants will walk away with:

- A fundamental understanding of feedforward versus feedback
- Activities to test their skillsets in feedforward and the reasons why its vitally important
- An understanding of the key skills involved in giving upward feedback and the nuances involved
- Experience in practicing these skills with each other



Items covered in the 2.5 hour workshop:

- A Growth mindset
- How it affects feedback
- Emotional Intelligence
- Personal and social competence
- Feedforward - The rules and tools
- Upward Feedback - The Challenges, Key Reasons, Tools to apply

"It was both my pleasure and honor to have Natalie present "Feedforward" to the entire CNM firm during our CNMU event. The energy and level of engagement in active and productive feedback here at CNM has been taken to another level and I had to make sure to take a moment to say THANK YOU! This has impacted and changed the way most of us lead and communicate with one another in the workplace. Natalie commands a strong executive presence, providing insightful nuggets of knowledge and leads with conviction. She does an outstanding job of really helping to keep the attendees focused throughout the session with visual slides and countless engaging activities - the bright colors and great design elements in all of the materials really differentiate her from other instructors. I foresee these lessons taught to be applied by all of us not only professionally, but also personally. Thank you once again for making such a big impact on our firm. I am looking forward to sharing your innovative way of approaching communication with both new colleagues, as well as family and friends."

- Robin Vanneman, Learning & Development Manager at CNM