

SkillsMastery Group Inc.

Creating an Environment of Openness and Feedback



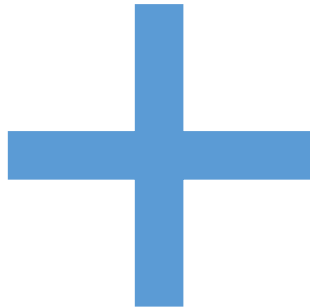
The image shows a close-up of a white sign with the Google logo printed on it. The logo consists of the word "Google" in its characteristic multi-colored font: 'G' is blue, the first 'o' is red, the second 'o' is yellow, the first 'g' is blue, the 'l' is green, and the 'e' is red. The sign is outdoors, with a blurred background of trees and a building under a clear sky.

Google

Google describes it this way:

- In a team with high psychological safety, teammates feel safe to take risks around their team members. They feel confident that no one on the team will embarrass or punish anyone else for admitting a mistake, asking a question, or offering a new idea

TRU\$T =



Openness
+
Feedback

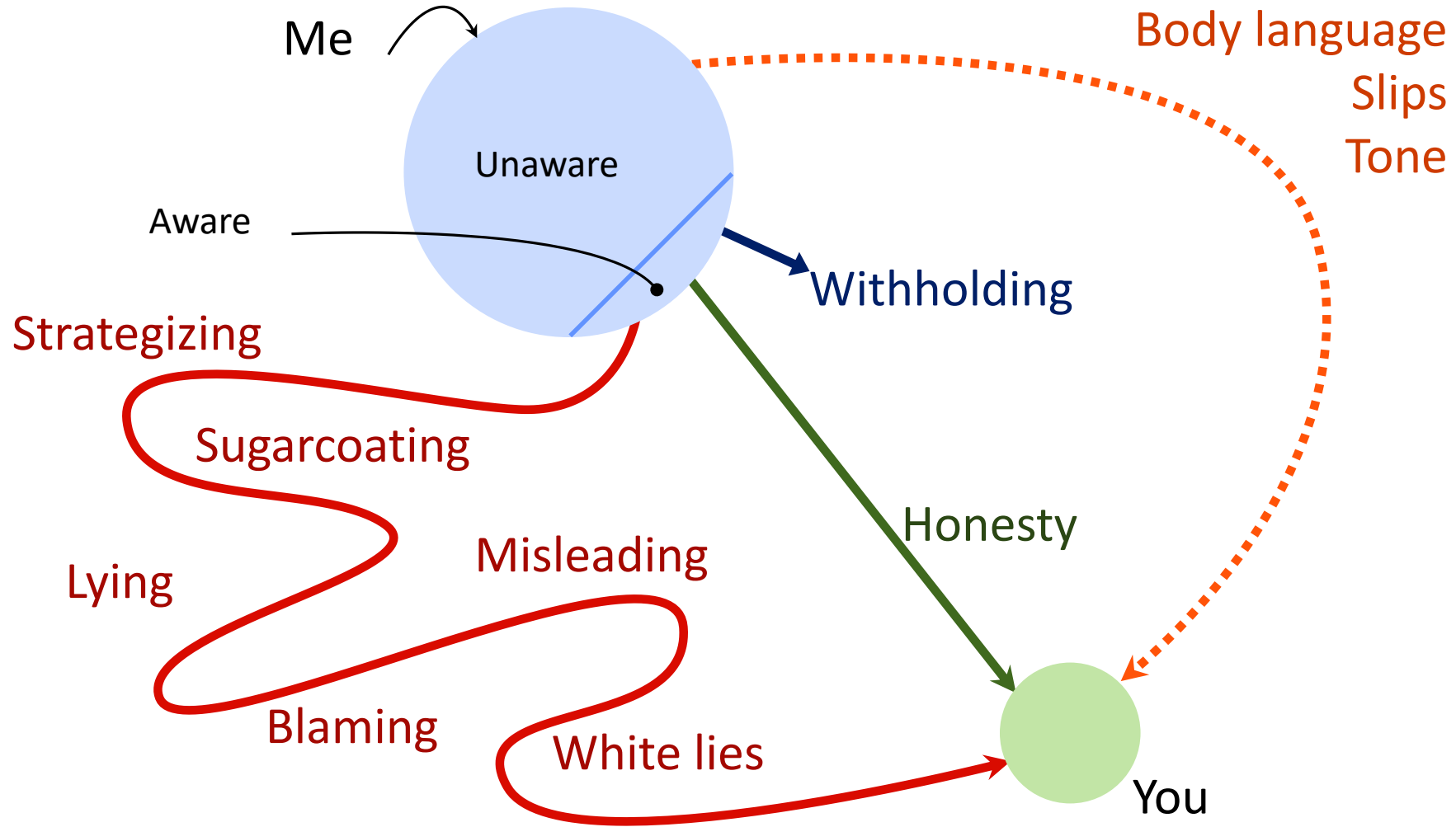
Openness

Truth

Blame

Accountability

Openness





Eliminating Blame

- Everyone is responsible for the problem or issue and NO ONE is to blame
- Problem-solving versus Blaming



Personal Accountability

I am responsible
for myself, my
word and actions

I have Choice

Choices bring
consequences

Feedback is a 2
way street

Words vs Behavior

- **Communication** – We have an obligation to communicate.
- **Respect** – We treat others as we would like to be treated.
- **Integrity** – We work with customers and prospects openly, honestly, and sincerely.
- **Excellence**– We are satisfied with nothing less than the very best in everything we do.



The Performance Review vs. Feedback

Performance Review

- Expectations vs. results
- Employee evaluation vs. employer review
- Career planning
- Group feedback/anonymous
- Formal; written
- Covers a period of time

Feedback

- On the spot; real time
- Individual or team perspective
- What it's like to work with you
- No documentation/performance consequences
- My experience of you

The
Performance
Review

**SHOW
ME THE
MONEY!**

Feedback Tools

Manager vs. Coach

Language, Listening, and
Real Agreements

Managing Defensiveness

Managers and Leaders

Coach

Leaders
go first

Timing is key: now

What I like; What I don't

I notice.....

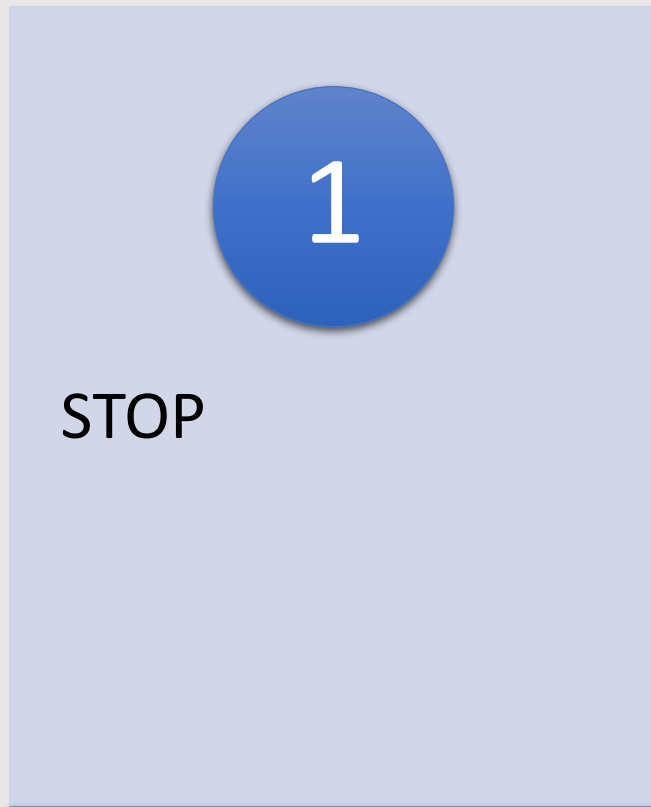
I want.....

Listening

- More than not talking
- What are they saying?
- What aren't they saying?

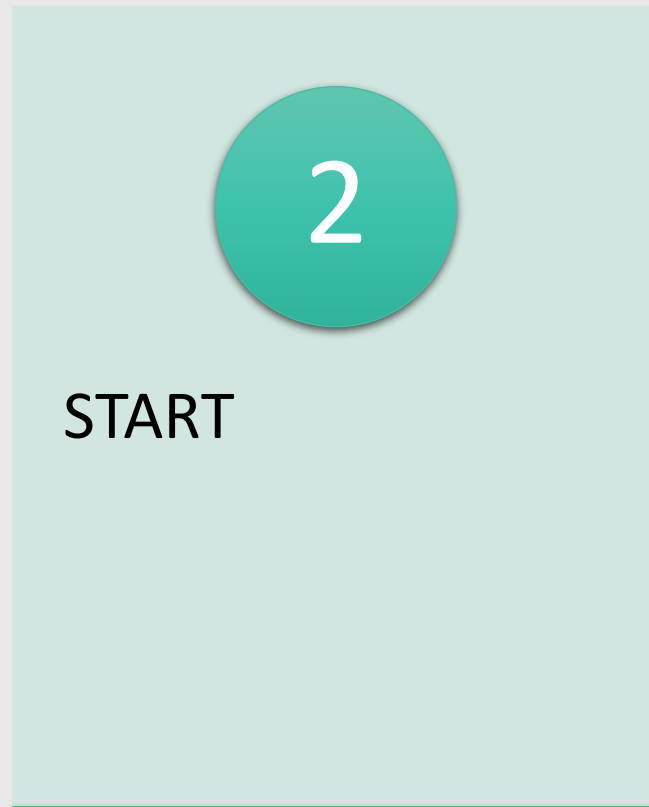


Quick Feedback Process



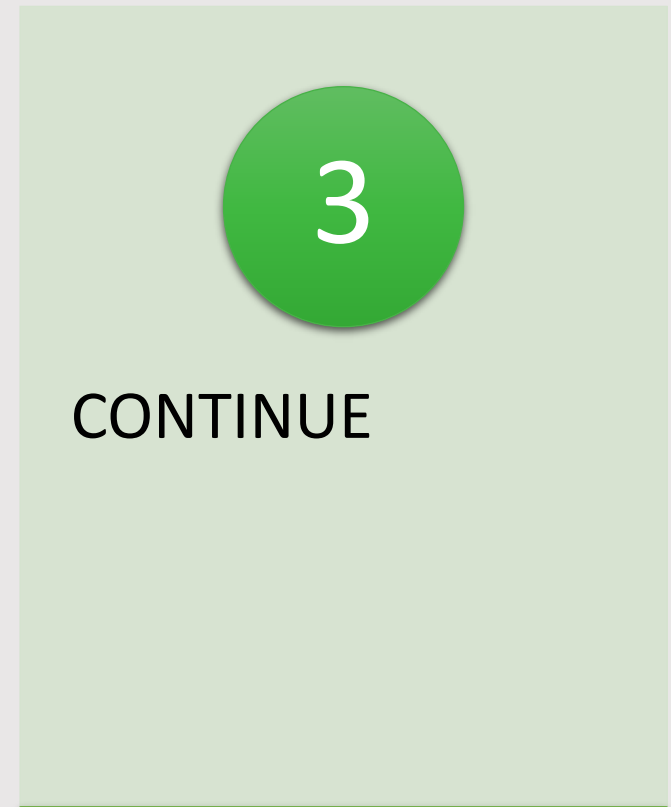
1
STOP

A light blue rectangular box containing a blue circle with the number 1 in white, and the word STOP in black text below it.



2
START

A light teal rectangular box containing a teal circle with the number 2 in white, and the word START in black text below it.



3
CONTINUE

A light green rectangular box containing a green circle with the number 3 in white, and the word CONTINUE in black text below it.

Agreements and Expectations

Do we really
have an
agreement?

How do I
know?

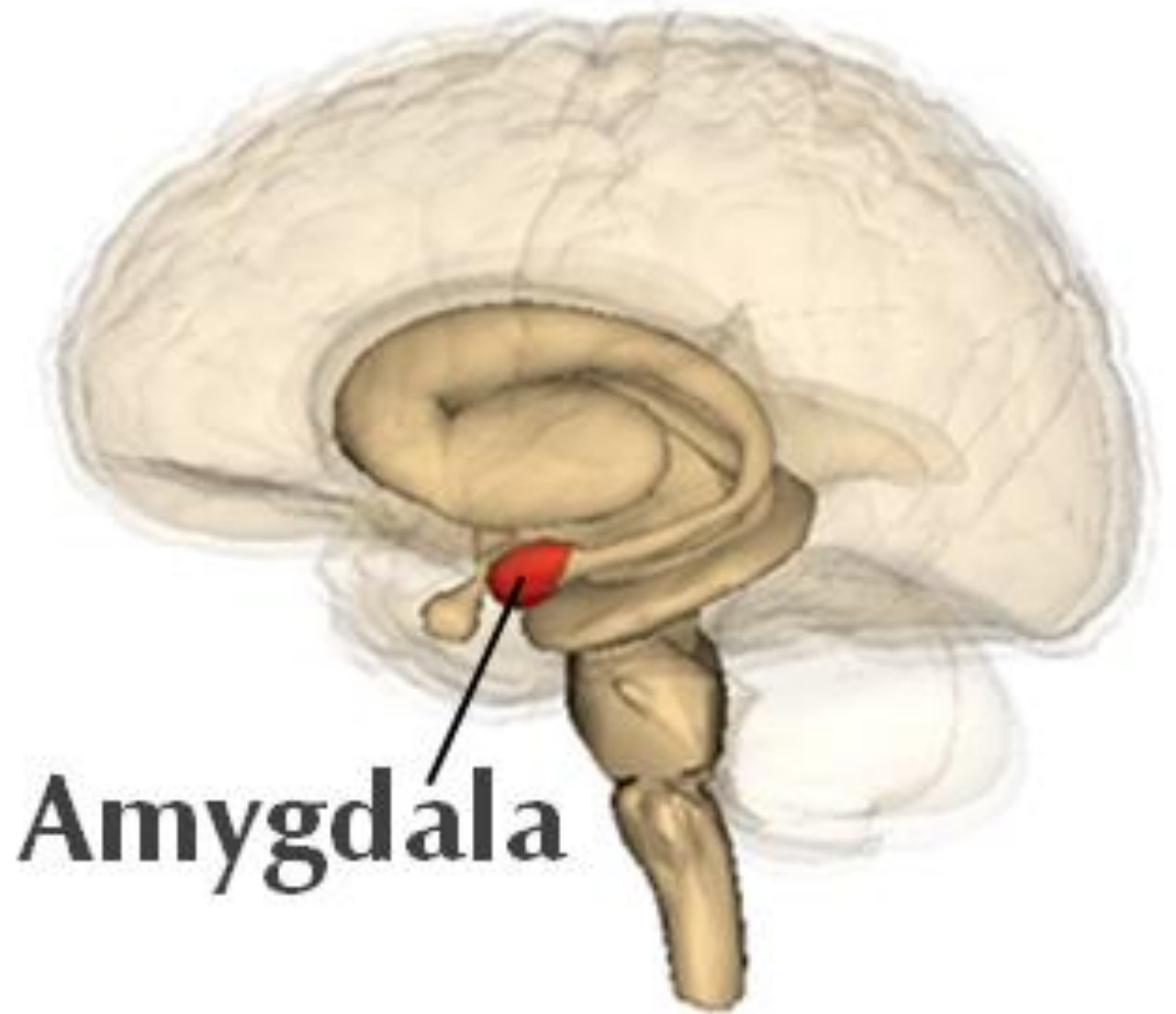
Clarity wins
every time

Defensiveness: The Root of all evil



The Science

- Processes emotions and perceives them in other people
- Associated with fight or flight
- Controls the way we react to certain stimuli, including fear



Signs Of Defensiveness

1

Taking offense easily
Holding a grudge
Anger; sarcasm
Poker face
High charge of energy in the body (flush, tight throat)

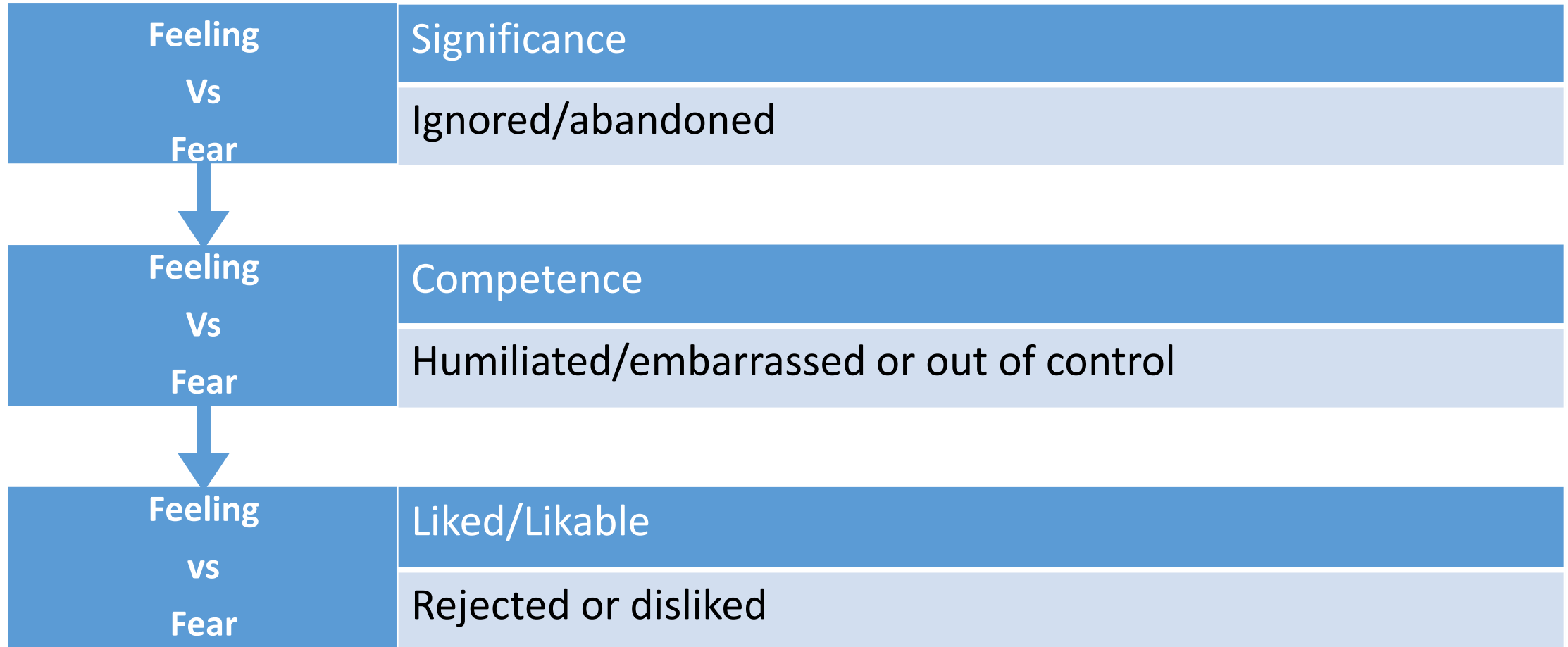
2

Endless explaining; too much information
Wanting the last word
Preaching; speechmaking
Blaming
Having to be right all the time

3

Go along to get along
Pretending
Humor; laugh it off
Deadly silence; shut down
Being 'too' nice
I don't know; I'm confused

Our Wiring

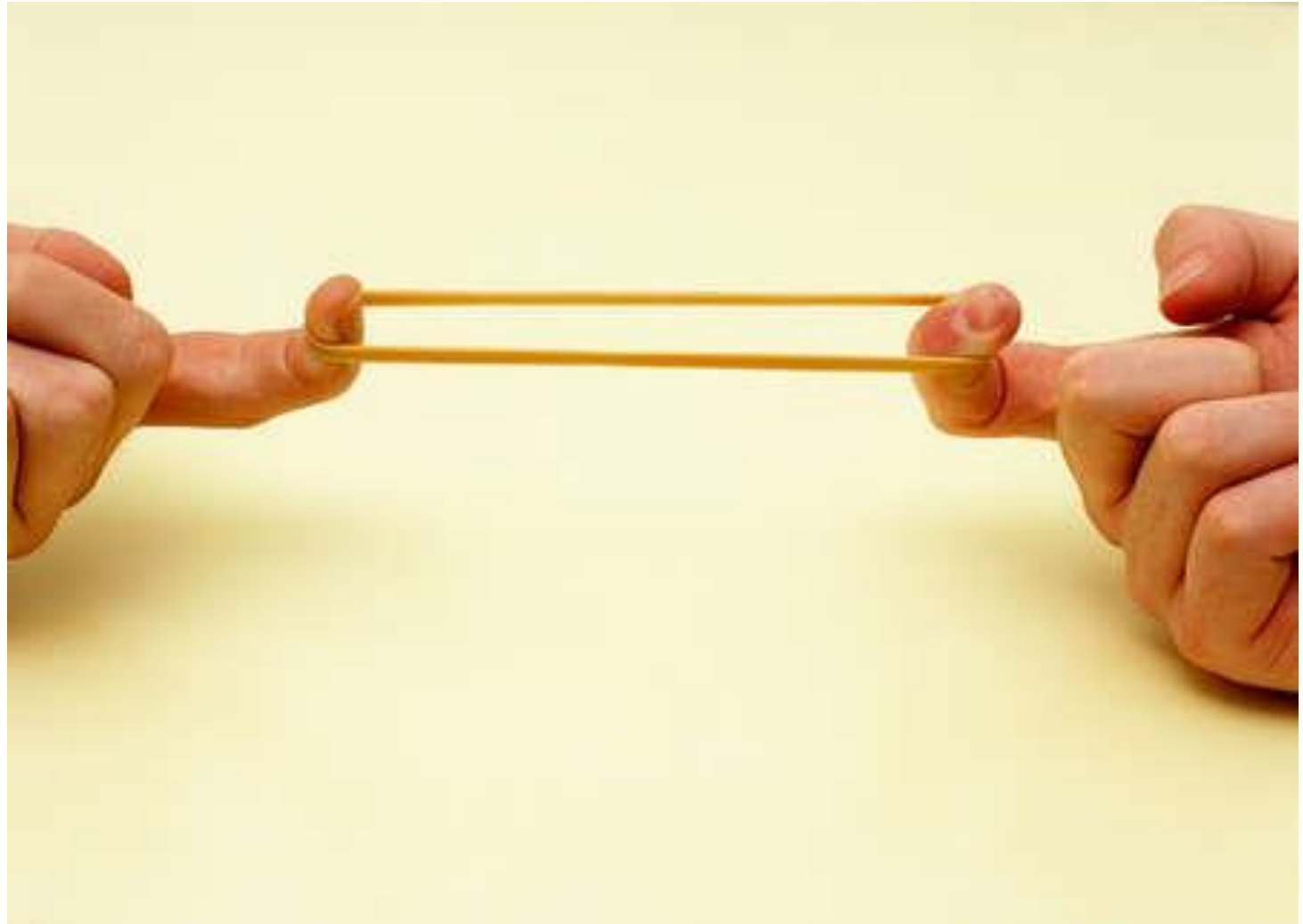




The Bottom Line

The less defensive I am the less chance I have of creating defensiveness in others

The Rubber band Principle



Questions?

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Skills**MASTERY** Group