

Learn the many advantages feedback can have for your organization.



## Introduction

- Opening
- Ice-Breaker
- Principles of Feedback

1. Asking others for input increases their expectations that you will change in a positive way.
2. If you receive feedback but do not change for the better, you will be perceived more negatively than if you had not received the feedback.

## Reacting to Feedback

- Principles 3 - 8
- Denial and Levels of Denial
- Perceptions are reality
- Balance when changing behavior
- Rationalization versus Literal Acceptance
- Flight versus Fight
- "That's interesting" versus "That's terrible"
- Paralysis of Analysis
- Attitudes about feedback

## Why did I get that Feedback?

- Principles 9 -12
- Forming impressions
- Packaging
- The Halo Effect
- Explaining others' behavior
- The Attribution Game

## Why Change?

- Principles 13-14
- "You have got to want it"
- Commitment and difficulty
- Codependence

## Deciding What to Change

- Principles 15-16
- Things you can do
- Managing Expectation
- Prioritizing Issues

## Creating Change

- Clear vision
- Building support
- Building commitment
- Learning from the best
- Defining feedback positively
- Your Change and Workplace Culture
- Shaping goals and behaviors
- Empowering yourself

## Closing and Summary