

Five Tenets of a Culture of Feedback

- Feedback is an opportunity, not a threat.
- All feedback comes from a place of care and support and investment in each other's success.
- Feedback is given as coaching not criticism.
- Consistent growth requires consistent feedback.
- No one is exempt.

Three Simple Feedback Questions

1. What am I/you doing great?

Acknowledge successes and progress, and point out what's great. It's just as valuable to reinforce good behavior and growth as it is to address areas of opportunity to improve.

2. What are my/your biggest areas of opportunity to improve?

Be succinct, direct, and honest. That being said, the most skillful element of this step is the other person feeling like you're invested in their success. Feedback is not often an emotionally neutral space, frame it up and approach it from a place of care and partnership

3. What would a 10 out of 10 look like from me/you?

Skillful feedback isn't just pointing out what's great or needs improvement, it also includes a clear vision and example of what absolutely exceptional looks like.

Defining Culture on Teams

Exceptional culture is achieved through clearly defined behaviors and mindsets that are:

universally understood,

that everyone takes ownership and accountability for,

and that absolutely no one is exempt from.

The Three C's of Establishing Exceptional Culture

Clarity ("We" Statements)

The first step of defining culture is to clearly articulate the rules of engagement for how people show up, approach their work, and treat each other. This is your Culture DNA Code.

Commitment (Means 100%)

Your Culture DNA Code and the clear rules of engagement that define your culture must apply to every single person in the organization without exception — regardless of title, tenure or skill set — or it will be meaningless.

Consistency (Feeding the Fish)

Determine the ways you'll implement it into the employee experience and DNA of your organization so that it can be reinforced, experienced, and lived every day by your team. Hiring, onboarding, feedback and coaching, rewards & recognition, team conversations, etc.

Behaviors vs Values

“We Statements” Exercise

- Take a commonly used value, ideally one that you use in your organization.
- Write two great examples of specific behaviors that demonstrate that value in the form of "We statements."

Example: Excellence

We statement: We see feedback as vital to improvement, we actively seek it out from others and receive it with grace.