






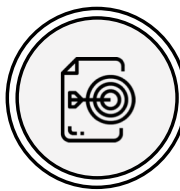
CORNERSTONE ANNUAL MEETING & COUNCIL FORUM
IMPACT  **2022**

Foundational Feedback: Feedback for Trust & Performance


Courtney Ramsey, Courtney Ramsey Speaks, LLC



LEARNING OBJECTIVES

		
<p>See the Importance</p>	<p>Use the Formula</p>	<p>Set Expectations</p>
<p>Understand the importance of feedback and development for today's workforce.</p>	<p>Use the Feedback Formula to, build stronger relationships, set expectations, and impact performance.</p>	<p>Set expectations so employees welcome feedback, even if they're not used to receiving it.</p>

Courtney@CourtneyRamseySpeaks.com | All Rights Reserved



EMPLOYEES WANT TO FEEL IMPORTANT

48%

*are looking to
change jobs
right now*

94%

*would stay if
we help them
learn*

Gallop & LinkedIn

2:58 PM



“What happens if
we invest in our
people and they
leave?”

“What happens
if we don’t, and
they stay?”

Courtney@CourtneyRamseySpeaks.com | All Rights Reserved

2:58 PM



FEEDBACK IS KEY TO LEADING OTHERS



- Give feedback
- Motivate and support
- Help improve performance
- Help employees get to next level
- Correct and redirect when off course

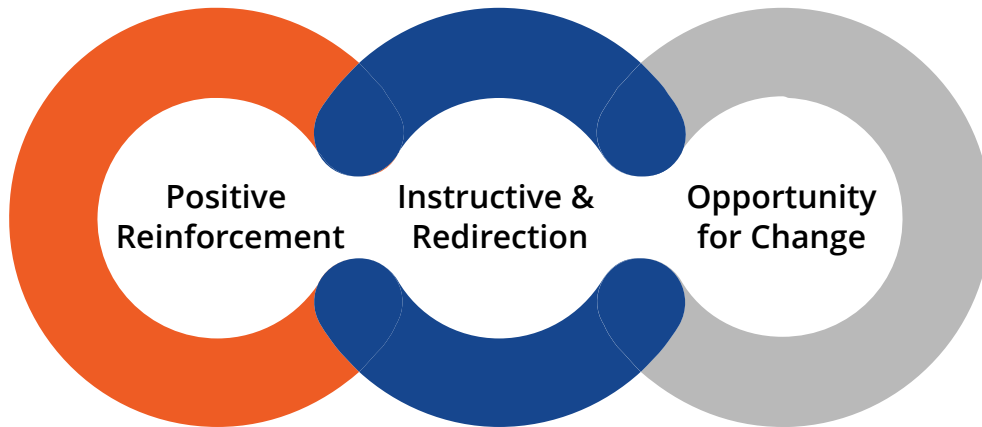
2:58 PM 

FEEDBACK



2:58 PM

THREE KEY REASONS FOR FEEDBACK



Courtney@CourtneyRamseySpeaks.com | All Rights Reserved

2:58 PM

The Feedback Formula

- 1 Share Your Intent
- 2 Ask for Permission
- 3 Provide Your Observation
- 4 State the Impact
- 5 Ask For More

Courtney@CourtneyRamseySpeaks.com | All Rights Reserved

2:58 PM

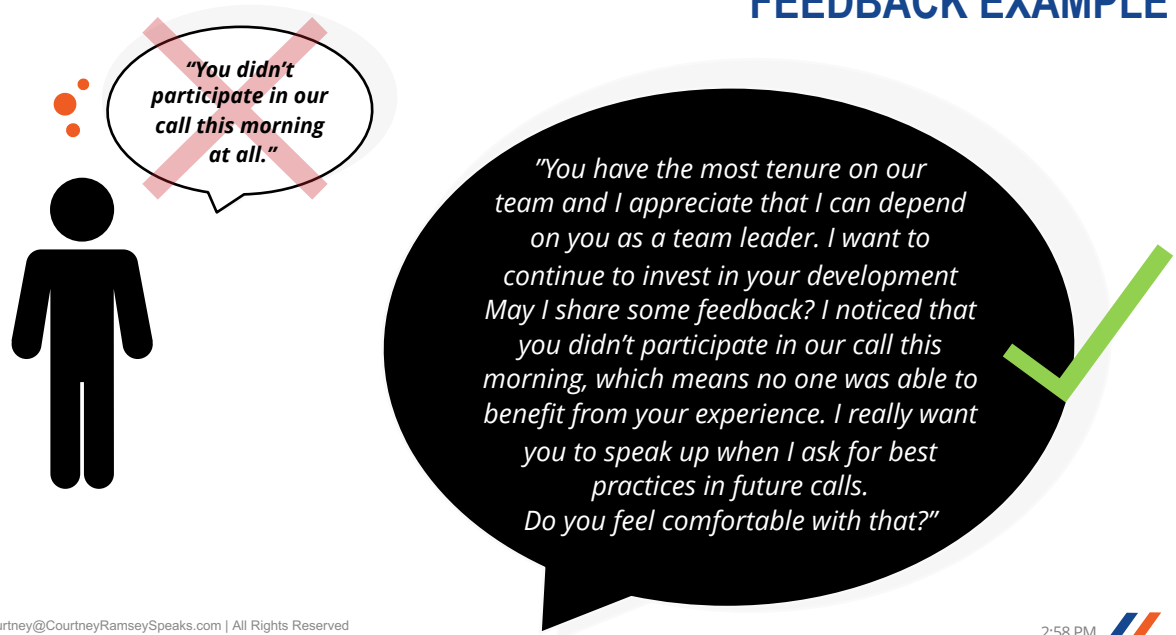
FEEDBACK EXAMPLE



Courtney@CourtneyRamseySpeaks.com | All Rights Reserved

2:58 PM

FEEDBACK EXAMPLE



Courtney@CourtneyRamseySpeaks.com | All Rights Reserved

2:58 PM

FEEDBACK EXAMPLE 1

An newer hire who's had several errors on previous monthly reports has none this month.



FEEDBACK EXAMPLE 1

"Sometimes it feels like we always hear about what's wrong, but never about what's right. I've got some great feedback to share with you. Is now a good time? I noticed the accuracy in your reports this month. Nice job! So many people depend on those to make good decisions. I know learning the ropes can be hard, and I appreciate your persistence. Tell me your thoughts on your training...what else do you need?"



FEEDBACK EXAMPLE 2

You mentioned a new idea to your peer, who shared it as his own in a team call. Your leader loves the idea and is sharing it with her boss.



FEEDBACK EXAMPLE 2

"I value our relationship. I want us to continue working well together, so I want to be honest with you. Can I give you some feedback? I noticed that the idea you shared during the team call was almost exactly like the one I shared with you last week. I have to say...I was mad and really disappointed because you didn't discuss it with me ahead of time. I felt blindsided. Will you talk to me about that?"



YOUR TURN TO PRACTICE

You've noticed a big decrease in your employee's energy and engagement over the last week. You've checked in, but you didn't get much of a response. Now you're beginning to see it affect the work. How will you provide feedback and start a conversation using the Feedback Formula?

Courtney@CourtneyRamseySpeaks.com | All Rights Reserved

2:58 PM 

YOUR TURN TO PRACTICE



Consider

Consider how you'll begin the conversation and your intent. Think of a few questions to get a discussion going.



Discuss

Discuss with a neighbor. Share your thoughts on how you'd approach it. Follow the steps and be sure to clarify your intent.



Write

Write down the best ideas for future reference. Be prepared to share with the larger group when time is called.

Courtney@CourtneyRamseySpeaks.com | All Rights Reserved

2:58 PM 

The Feedback Formula

- 1 Share Your Intent
- 2 Ask for Permission
- 3 Provide Your Observation
- 4 State the Impact
- 5 Ask For More

Courtney@CourtneyRamseySpeaks.com | All Rights Reserved

2:58 PM



SETTING EXPECTATIONS

2:58 PM

WE USUALLY THINK THE WORST



What did I do wrong?

Do they even care or notice?

Is no news good news?

Am I going to get fired?

SET EXPECTATIONS WITH EMPLOYEES

I really want our team to continue growing. One of the best ways to do that is to give and receive feedback so we know how to improve. I'm going to begin asking for and giving more feedback...

What is our team's strength? What is our biggest area of opportunity?

Tell me about what you see as your next step in your career and how I can help.

If you could wave a magic wand, what could I do to help you enjoy your job more?



ACCOUNTABILITY

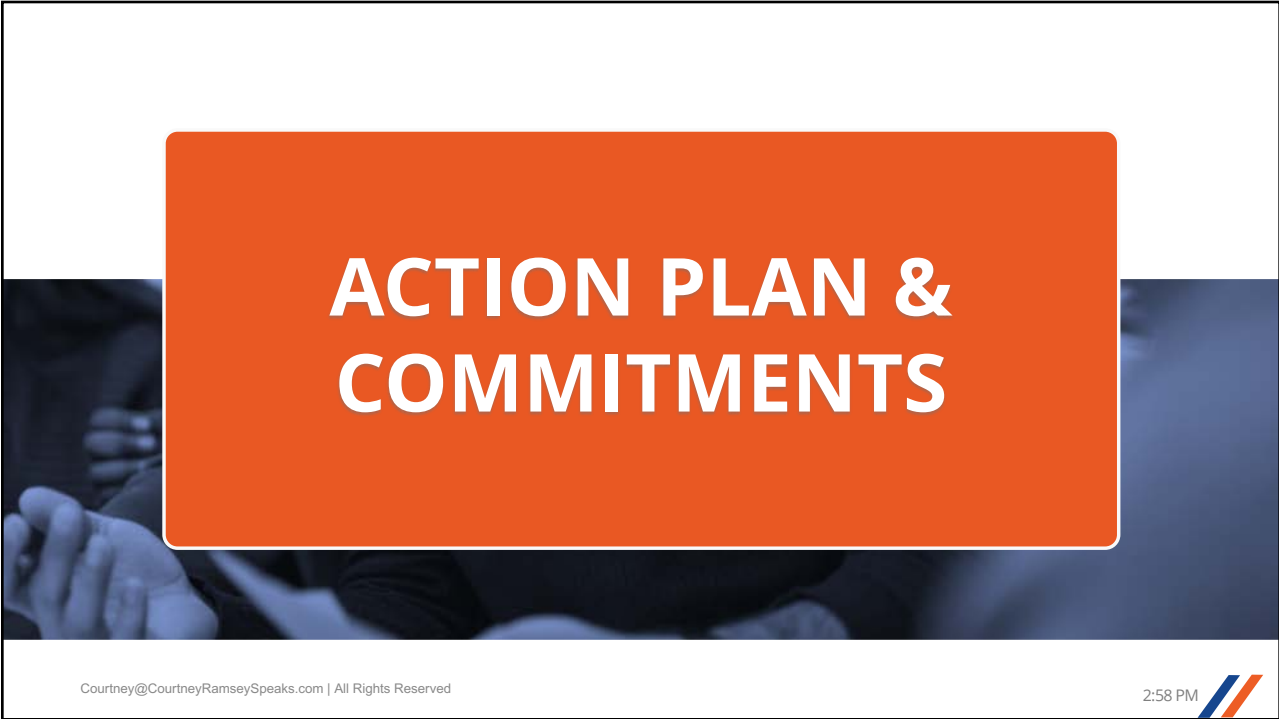
2:58 PM

"CLEAR IS KIND"
-BRENE BROWN

"I don't want you to feel blindsided, so I want to be clear. I need you to do X, Y, and Z the date we agreed on, or you'll be put on a formal performance improvement plan.

I'll send an email with our agreements so we both have it in writing, and I'll check in with you every week leading up to the deadline."





ACTION PLAN & COMMITMENTS

Courtney@CourtneyRamseySpeaks.com | All Rights Reserved

2:58 PM

LET'S GET CONNECTED!



Courtney@CourtneyRamseySpeaks.com



469.438.8844



CourtneyRamsey.com

Virtual and In-Person Keynotes,
Workshops, Training Programs, &
Talent Development Consulting

CORNERSTONE ANNUAL MEETING & COUNCIL FORUM
IMPACT  **2022**

THANK YOU!



Connect with me on LinkedIn!

CORNERSTONE ANNUAL MEETING & COUNCIL FORUM
IMPACT  **2022**