

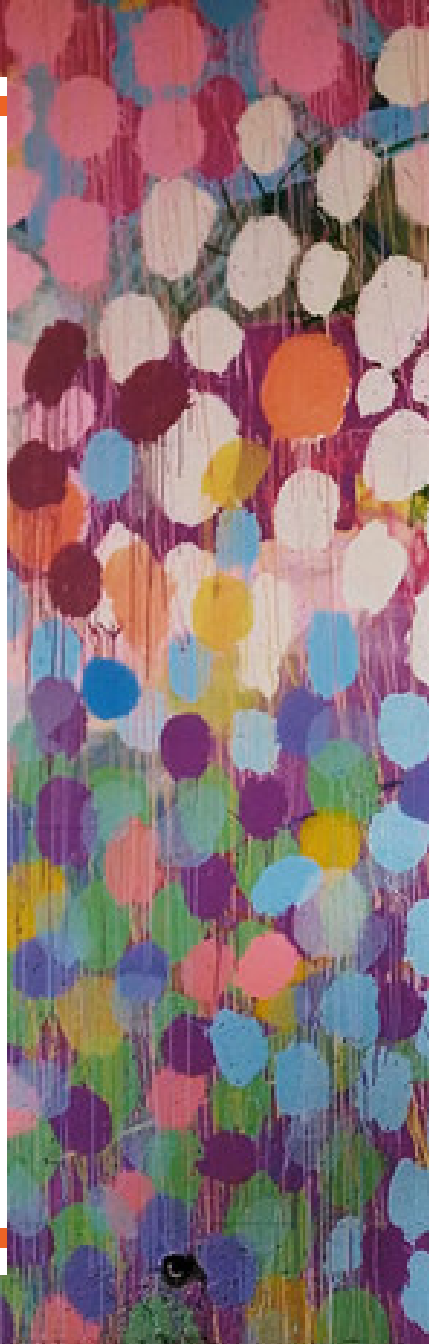
YEAR OF VALUES

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# STAY HUNGRY

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PROVOCATION NO. 9



*We all need*

people who will give  
us feedback. That's  
how we improve.

- Bill Gates -

# FEEDBACK



This word tends to elicit fear or anxiety.  
Most of us struggle with being on the  
receiving or giving end of feedback.

However, feedback is essential in our pursuit of staying hungry.

When we become a Seeker of feedback, we can ignite our explorer spirit and discover new growth opportunities.

Pro tip: When seeking feedback from another person, be sure to ask for specific feedback. Otherwise, you may not receive feedback on the topic you were wanting.

Now, let's explore how to become an effective feedback Extender so when you need to give difficult feedback or a Seeker requires feedback, we are prepared to give it.

*1. Before giving feedback, it is important to check your motives.*

Your feedback should help improve the situation or the receiver's performance. Make sure that it is fair and balanced.

## *2. Be timely when you deliver feedback.*

The closer to the event, the better. However, if emotions are running high, give all parties a moment to cool down before discussing the situation.

### *3. Make feedback regular.*

That way, things are not a surprise, and people will know how they are progressing.



## *4. Prepare your comments in advance.*

You do not need to read from a script, but preparing what you want to say will keep you on track and stick to the issue.

Use the SBI Model.

Identify the situation, behavior, and impact.

*5. Be specific,  
say exactly what  
needs to improve.*

Stick to facts and do not use absolutes. Discuss the impact of the behavior.

## 6. *Limit your focus.*

To avoid the receiver feeling attacked, no more than two issues should be discussed at a time.

## 7. Use I statements.

You can also gain perspective on the situation by asking the other person's thoughts.

This can spark the receiver's own solution to solve the issue.

## 8. Praise publicly; criticize privately

Be sure to check to make sure the receiver is comfortable with public recognition; however, negative feedback should be saved for private conversations.

*9. Feedback should be documented and a follow-up plan should be in place.*

Allow for progress check-ins and modifications to be made if needed.