Personal Leadership in Action

Feedback: The Breakfast of Champions

Participant Packet

Barbershop Harmony Society
Chapter Leadership & Education
110 7th Avenue N
Nashville, TN 37203-3704
United States of America
www.barbershop.org
P: 800.876.7464 | F: 615.313.7620

Developed by Rob Macdonald and the BHS Leadership Operation Project Team
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MY NOTES:

Introduction

The Barbershop Harmony Society believes that the success of our organization rests in large part on the health of our diverse array of chapters. Healthy chapters mean a strong membership pipeline, a higher level of artistry and musical credibility. For the majority of our members, the local BHS Chapter is the single most significant point of contact with the Society.

For this reason, and in partnership with Harmony Foundation International, we've created the Barbershop Harmony Society's Healthy Chapter Initiative.

This curriculum is a product of the BHS Healthy Chapter Initiative created and designed through the BHS Leadership Operations Project Team (LOPT).

For more information about the Healthy Chapter Initiative visit: www.barbershop.org/healthychapters.

Society Chapter Leadership & Education team, email us at chapters@barbershop.org or call 800.876.7464

Curriculum Learning Objectives

- Understand the power of feedback
- Learn about and practice motivation feedback
- Learn about and practice corrective feedback
- Action plan to improve feedback

Feedback, the Breakfast of Champions

There is an almost universal agreement that effective feedback can dramatically improve performance, and that people have a right to receive feedback about their efforts.

Most people say that they don't get enough feedback either in their work or private lives. Many people are also reluctant to give feedback – or find it difficult to do so. If feedback is so desirable, why do people go to such lengths to avoid giving it?

Feedback is essential for individual and professional growth. One of a leader's most essential tasks is to provide corrective feedback for people and to positively acknowledgement good performance.

What are the three major choices when giving feedback?

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Identify situations when you received or gave feedback in your barbershop life?

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What are the problems with "Oreo cookie" feedback?

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MY NOTES:

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MY NOTES:

Types of Feedback

Studies show potent feedback has three specific guidelines:

1. It FITs and influences the receiver personally
2. It clearly, specifically FOCUSES on the performance in question
3. It is delivered at a TIME the receiver can use it.

There are two types of feedback that rely on simple and effective methods of communication:

- Motivational Feedback **–** is provided when performance meets or exceeds your expectations
- Corrective Feedback **–** is used to improve or correct performance

Motivational Feedback Guidelines

Fit:

- the person's likes, interests and needs
- the situation

Focus:

- specific performance
- don't mix messages

Timing:

- soon after performance
- often enough

Considerations for Motivational Feedback

- Motivational feedback builds confidence.
- Address feedback to the person and mention personal qualities
- Be natural – do not exaggerate.

Plan a Motivational Feedback conversation with someone in your Chapter

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Corrective Feedback Guidelines

Fit:

- the person's need to improve the difficulty and seriousness of the situation

Fitting your corrective feedback will depend on the ability, willingness, previous experience of the person and the complexity of the task involved.

Here are recommendations for tailoring your feedback to fit:

If...	Then...
the person knows how to correct the problem	**IDENTIFY** what you want the person to do. Leave the "how" up to them.
the person needs some help on how to correct the problem	**SUGGEST** possible ways to correct the problem.
The task is new or complex *OR* The person lacks the skill or knowledge to be able to perform the task	**TRAIN** the person. Demonstrate how to perform the task, allow the person to practice
The person knows how to correct the problem and has performed correctly in the pass	**COUNSEL** them by discussing what needs to be done to improve the problem.

Focus:

- specific
- don't mix messages

Timing:

- When employee can use it
- When employee can perform correctly

MY NOTES:

Considerations for Corrective Feedback

MY NOTES:

- Clarify the thinking and intent of the other person so that you have full information.
- Address the feedback to the task rather than the person.
- Corrective feedback builds competence.
- Keep it Positive
- One Focused message
- One Message only.
- Be Clear.
- Stick to the Issue.
- Help employee develop or plan for improvement.

Plan a Corrective Feedback conversation with someone in your Chapter.

Action Plan

Identify two people who would benefit from Corrective feedback. Develop the appropriate FIT, FOCUS and TIMING for these discussions

There are people back home that need more feedback from you. Develop the motivational feedback using FIT, FOCUS and TIMING for one of them.

MY NOTES: