



Feedback..... Say it like a leader!

Pamela Stein. Connected Beginnings



## Your workshop facilitator. Pamela Stein

- 30 years experience in the sector.
- 25 years in leadership positions.
- 5 years in a Training Facilitator role.
- **The most memorable feedback impact:** “Nobody has ever given me feedback before, this has made a real impact to my practise, thank you.”



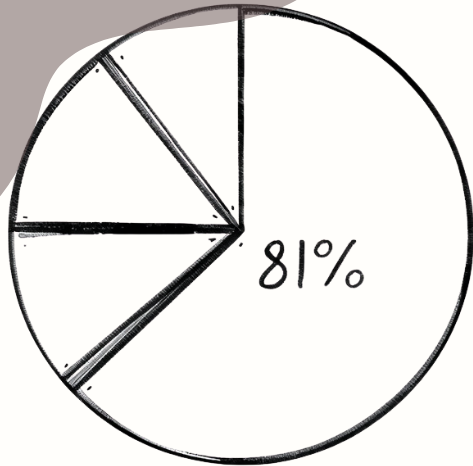
**The aim of this session.**



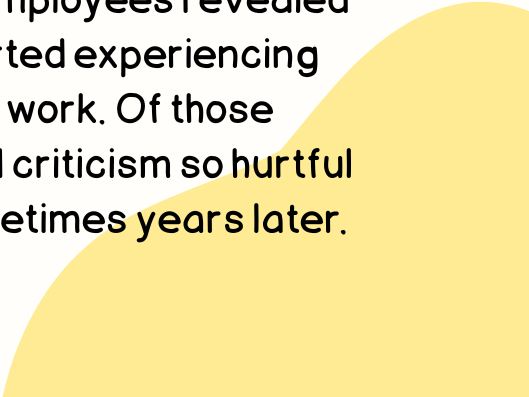
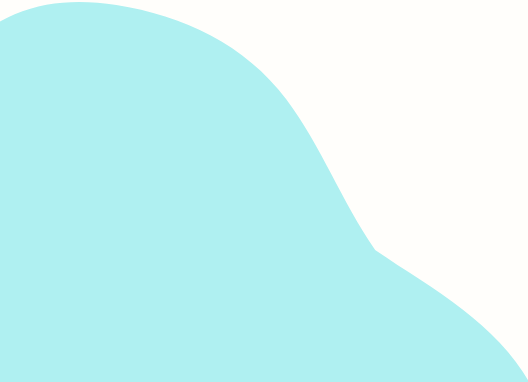
**For leaders and managers to gain skills to help each person thrive and excel.**

**“Feedback is the breakfast of champions”  
Ken Blanchard.**





# Destructive Criticism in the Workplace



A study of 402 full-time US employees revealed alarming findings: 81% reported experiencing destructive feedback at work. Of those affected, over 78% described criticism so hurtful they recalled it vividly—sometimes years later.

# Activity



1. Choose a partner and then choose one of you to be the leader.
2. Leaders come and collect a feedback card.
3. The person that is not the leader Imagine prior to this workshop you had been given a dress code, flat comfortable shoes, a red top, no nail varnish, hair tied back.
4. Give feedback.

The leader gives feedback in the way that is outlined on your card.



# How did it feel being given feedback?

<sup>i</sup> The Slido app must be installed on every computer you're presenting from



**How would you like your team to feel when you are giving them feedback?**

# Amy, learning to walk.



# Emily, having her first solids



Rebecca,  
Completing a  
puzzle. (aged  
4)



Safe



Healthy



Achieving



Nurtured



Active



Respected



Responsible



Included




Getting It Right for Every Child. (GIRFEC)


# TIMING



# Language



I found it very helpful when you....




I liked the way you dealt with.....

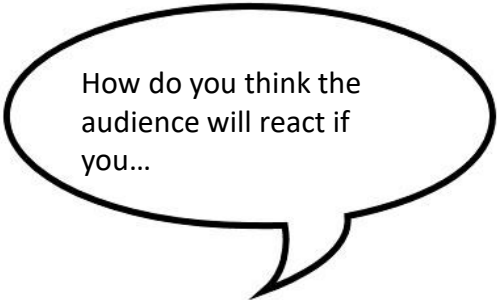
**Be honest**

**Be sincere**

**Be personal**



What other ways could we tackle this .....

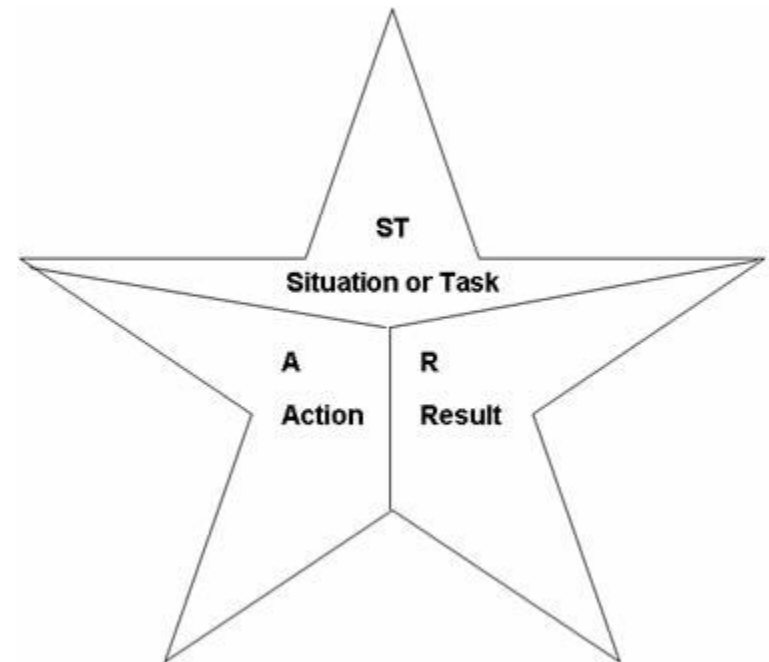


How do you think the audience will react if you...

# Feedback models



- SBI
- Boost model
- Star model
- Pendleton model



# Opening Statements



Fight or Flight

Strengths



# Response



# Impact



# The Next time.....



Building a company culture that encourages feedback.





We excel only when people who know us and care about us tell us what they experience and feel, in particular when they see something within us that really works

# Thank you for listening and engaging.



[pamela@connectedbeginnings.co.uk](mailto:pamela@connectedbeginnings.co.uk)

Children In Scotland, Feedback.....  
Say it like a leader!

