



Feedback Styles and Pitfalls Quiz

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Feedback Styles Quiz

What feedback style am I likely to use?

Here are some common situations that we may find ourselves in and ways that many people respond in feedback. This is not a robust or validated questionnaire, it's a fun quiz to spark debate and encourage us to notice our often less-than-ideal responses to needing to give feedback.

Read the situation on the left hand side. Pick which of A, B or C best describes your likely response – not necessarily what you think you should do, but the things you know you have tended to do in the past. Circle that answer.

A member of your team....	A	B	C
...arrives late for every meeting	Say that I know he is busy and I really appreciate his attendance but wonder if there is opportunity for him to stay the whole meeting next time.	Tell him to do a time management course as he is clearly having challenges with keeping to his schedule.	Not say anything as he is clearly very busy.
...hasn't completed her work on time	Say how much I appreciate her work and recognise how well she does it, then suggest that I help her finish.	Suggest I help her finish her work as she clearly can't get it done and I have a lot more experience.	Finish the work for her and not mention it.
...has just done an ok job, but not how you would quite want it done	Say how great it is that he has done the job and not mention how I would have done it.	Highlight how my way would have made it easier for him.	Say thank you for the job done.



Feedback styles and potential pitfalls

A member of your team....	A	B	C
...hasn't prepared for their 1:1 with you	Say that you know how busy he is so that's ok.	Re-book because they should have done the preparation.	Carry on with the meeting anyway.
...has had mixed performance over the year	Focus on the positive elements and ask how they can make more of these.	Talk through what they need to be doing and work out the gaps in performance. Produce a plan to improve overall.	Focus on what is required this coming year without reviewing past performance.
...constantly rolls their eyes in team meetings	Talk through how much you appreciate their input in the meetings and that you hope they're engaged in the conversations.	Suggest they stop rolling their eyes and highlight how important it is that they are seen to be engaged during meetings.	Let it be as you don't think they mean anything by it.
...has bad breath	Offer them a mint.	Tell them they have bad breath.	Make sure you stand a little bit further away and hope they get the message.



What does this tell me?

Mostly A's – sugar coater – this is a common pitfall of feedback. We may think that we are hurting the individual so we try to lessen the impact of negative comments by not stating things as they are. This can confuse others and stop you from getting the change you want to see in others' behaviour. We need to be more specific about what the person has done well and not done well, then ask them what they will do differently.

Mostly B's - authoritarian – this is a common pitfall of feedback, particularly when we are more experienced than those we are managing. Expecting others to completely subscribe to our point of view without factoring in the individual's unique experience can mean that we miss out on valuable alternatives or viewpoints. We need to engage people in conversation to hear their thoughts. Ask them what they could do differently and what their thoughts are on your suggestions.

Mostly C's - avoider – this is a common pitfall of feedback, as we can sometimes feel so uncomfortable with a situation, we shy away from even mentioning the problem. This allows unproductive behaviour to continue and usually ends up with people some years on saying the problem is far more serious and the person needs managing out of the business. We need to be upfront about what the person has done well and not done well, then ask them what they will do differently.

None of the above! – If you found yourself responding to each question with “I would just be honest and tell them” – that's great. It can often be our intention at all times to do this, but in practice we feel uncomfortable and end up falling into one or more of the pitfalls above.

What should I do?

Awareness is a great starting point, so now that you know the common pitfall(s) that you tend to fall into, you can consider better ways of preparing for, and giving feedback. Use our guide on great feedback to help you.

<http://www.totem-consulting.com/understanding-great-feedback/>

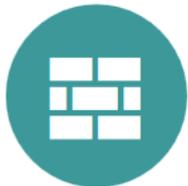
about Totem

People at their Best

build:

We support you in uncovering your vision, mapping talent and developing end to end processes to manage talent within your organisation.

Focusing on profits through people



engage:

We help you to engage individuals and teams—supporting change, gaining commitment to your vision and retaining your highest performers.

Making sure you get the best from your people



assess:

We provide you with tools, techniques and assessors to help you map the talent and potential of individuals in your organisation and/or in selecting new talent.

Helping you recruit people who fit and deliver results



develop:

We design and deliver exceptional, focused and blended development, allowing each individual to grow in their role, capability and motivation.

Maximising potential and personal contribution



totem
people at their best

What our clients say about us:

We're nimble

"What sets Totem apart? It is their ability to be very thorough in their approach whilst at the same time willing to offer innovative suggestions that can be implemented in a time and cost effective way. Would I recommend them to others? Without question!"

HR Manager, Pulse

We get them

"I'd definitely recommend working in partnership with Totem – I say partnership, as this is exactly how they operate. They seize every opportunity to learn more about your business and by doing so are able to support projects with this insight, often going above and beyond the original scope."

Resourcing Manager Carphone Warehouse

We inspire confidence

"...combining her extensive organizational psychology knowledge with a wealth of insight gained during her years as a professional actor Liz offered our business something that was truly unique."

The result of this is a powerful and thought provoking blend of theory and practice which demystifies the art of communicating and influencing effectively in formal and informal situations."

Talent Manager HML