

### **Feed Forward: A Future Focused Way to Get Feedback for Improvement**

**Goal:** To gain insight and advice from direct reports, peers and managers about how to improve a specific behavior. This process, if done well (by listening closely, being humble and receptive to feedback) can also help build trust and a culture of open and honest feedback.

#### **Main Actions:**

- Pick #1 behavior you most want to change and get suggestions from others
- Listen to EVERY suggestion without defensiveness or pushback
- Get as many ideas as you can

#### **Behaviors/Actions That Will Help Make this Successful:**

- Don't judge or critique other people's idea or suggestions, just listen
- No pushback or explaining. Only ask questions for clarification so that you understand what each person is saying.
- Don't critique suggestions. (Listen and take notes.)
- Thank each person for his/her feedback and let each person know you will check back in later to let him/her know how things are going.
- Short meetings and discussions are just as good as long discussions.

**The Question You Will Ask Every Person:** (You may get everything you need just from this one question. Work with your manager to help pick the area/behavior you are focused on...)

- ***"I'm focused on doing a better job of (insert focus area here). Do you have any ideas or suggestions for me?"***

#### **Optional – Additional Questions:**

- *What do you think should be my #1 focus for development?*
- *What do you see is my greatest strength?*
- *(for team members) If you could make one change here, that you feel would make your job more enjoyable, what would it be?*