



# Feedback Culture Checklist

We've given you boat loads of information on how to thrive in a feedback culture. Here's a quick "cheat-sheet" just for you! It'll help make sure that the ideas and concepts we discussed throughout the last two units stay fresh in your mind.

Characteristics	Check yourself
<b>Open, honest, and courageous</b>	<ul style="list-style-type: none"><li><input type="checkbox"/> Live the value of transparency</li><li><input type="checkbox"/> Be courageous and take comfort knowing that employees want, need, and thrive from receiving honest, constructive feedback</li></ul>
<b>Timely and ongoing</b>	<ul style="list-style-type: none"><li><input type="checkbox"/> Write down your observations so that you'll remember them and be prepared to deliver them accurately when the time comes</li><li><input type="checkbox"/> Provide feedback as close in time to the event, ideally within 48 hours</li><li><input type="checkbox"/> Make feedback a routine part of your check-ins with your team</li></ul>
<b>Actively sought and given</b>	<ul style="list-style-type: none"><li><input type="checkbox"/> Build your "feedback muscle" by being proactive in seeking and giving feedback</li><li><input type="checkbox"/> Ask for and offer feedback from/to your employees within your one-on-ones</li><li><input type="checkbox"/> Role model the way by sharing stories of feedback you've received and how it has helped your performance and career</li></ul>
<b>Specific and behavior-focused</b>	<ul style="list-style-type: none"><li><input type="checkbox"/> Open your "feedback" conversation by referencing a specific <b>situation</b> or the context</li><li><input type="checkbox"/> Describe the person's <b>behavior</b> in the situation</li><li><input type="checkbox"/> Explain the <b>impact</b> the behavior has on the person, the team, the business, or customers</li></ul>
<b>Delivered and received with good intent</b>	<ul style="list-style-type: none"><li><input type="checkbox"/> Assume positive intent when it comes to giving and receiving feedback</li><li><input type="checkbox"/> Consider how intentions, context, and trust can impact how feedback is given and received</li><li><input type="checkbox"/> Ask questions to clarify specifics, intentions, impact</li></ul>

<b>Grounded in continuous improvement and the belief that people can get better</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Validate effort and acknowledge improvement</li> <li><input type="checkbox"/> Maintain the mindset that people can learn and get better with practice; do away with the notion that “talents” and “smarts” are fixed</li> <li><input type="checkbox"/> Position feedback as an opportunity to learn and grow</li> </ul>
<b>Comes from a place of intellectual curiosity</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Seek first to understand, then be understood</li> <li><input type="checkbox"/> Ask questions when both giving and receiving feedback to learn more</li> <li><input type="checkbox"/> View feedback as a gift and an opportunity to learn</li> </ul>
<b>Multidirectional - given up, down, and across</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide feedback upward, downward, and laterally, including to peers and cross functional partners</li> <li><input type="checkbox"/> Be courageous in giving upward feedback; be open, receptive, and curious when receiving upward feedback</li> </ul>
<b>Keeps biases in-check</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Be mindful of the language you choose including sensitivity to language barriers, cultural differences, analogies, jokes, metaphors, and other references</li> <li><input type="checkbox"/> Consider how your identity affects how feedback is given or received</li> <li><input type="checkbox"/> Check your assumptions to make sure the delivery or reception of feedback is grounded in facts and observable behaviors</li> <li><input type="checkbox"/> Ensure your feedback is grounded in sincere effort to help one learn and grow</li> </ul>
<b>Managers leading by example</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Proactively ask for and give feedback</li> <li><input type="checkbox"/> Admit mistakes and be open about personal opportunities for growth</li> <li><input type="checkbox"/> Take to heart and practice all the elements of the feedback culture</li> </ul>