

**Feedback. Insight.  
Perspective...**  
Whatever we call it we  
need it to learn &  
grow

# A New Approach to Feedback: A focus on brain-friendly delivery



**An age-old challenge:** Most people don't like to give feedback or don't do it well. In general, people don't like it when they receive unsolicited feedback.

**What's changed?** We have learned a lot in the field of neuroscience about how our brain works and our natural response to feedback. Now we can be intentional about asking for feedback and also provide brain-friendly feedback. Game changer!

**Why now?** Many organizations are shifting their approach to performance reviews / performance management. Even with these changes, feedback is foundational for success.

## **Overall Purpose:**

Increase the desire and capability of employees to ask for and give feedback that has a positive impact on colleagues and the business, resulting in an feedback-rich culture

## **Learning Objectives:**

- Understand the benefit of feedback to employees, leaders and the organization
- Increase competence and comfort giving and receiving constructive feedback
- Understand how our brain reacts to feedback and how to provide brain-friendly feedback
- Build comfort level and ability to ask for feedback
- Increase comfort giving feedback that is inclusive
- Understand how feedback and coaching fit together
- Build excitement and buy-in for a feedback-rich culture