

COOPER HEWITT

HOW WELL DO YOU GIVE AND RECEIVE FEEDBACK?



1. Focus on the journey, not just the end result
2. Discuss actions and behaviours rather than the attitude
3. Discuss what they have done rather than not done
4. Discuss effort and process
5. At the right time (ask if they are ready)
6. Make eye contact
7. Paraphrase

Most of all, encourage the person to keep making

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HOW WELL DO YOU FAIL?

WHAT IS YOUR PERCEPTION?

IS FAILURE POOR PERFORMANCE AND EFFORT?



If you are great at failing, you are someone who:

- does not expect to get challenging things right the first time.
- sees or asks what you need to learn to achieve a better outcome.
- spends time looking at what went wrong.
- asks for feedback so as not to make the same mistake twice.
- always sticks at tasks, if you keep trying, you will make it.
- asks all sorts of questions.

