



## Giving and Receiving Feed-forward Information

The term *feedback* bears a historically negative connotation, conjuring up visions of difficult conversations about bad employee performance. Consider the process of *feed-forward* – productive and positive performance discussions focused on future behavioral changes and continuation of excellent behaviors.

The *feed-forward* process highlights effective communication approaches and performance development opportunities for both the giver and receiver of information. Barriers to sharing *feed-forward* information and skills to overcome barriers are covered. The art of *feed-forward* also includes setting clear expectations at the onset of a project, making it easier to coach, share, and develop others.

### Outline

#### **What Research Tells Us: Benefits of the Feed-forward vs. Feedback Approach to Performance**

- The 5-to-1 rule of positive performance assessment
- Performance assessment as dialogue aimed at development

#### **Setting Clear Expectations as a Basis for the Feed-forward Process**

- Collaborative approaches to establishing expectations
- Measuring performance to expectations on an ongoing basis

#### **Effective Communication Approaches to Feed-forward Performance Assessment**

- 4 styles of communication and the pros and cons of each
- Timing and context for feed-forward dialogue

#### **Overcoming Barriers to the Effective Feed-forward Process**

- Analyzing the barriers to honest performance assessment
- Surmounting the 2-way communication challenges between management and employees

#### **Feed-forward Skills Practice**

- Analyzing effectiveness of feed-forward scenarios

### Outcome:

Participants will learn the art of feed-forward performance assessment. They will be introduced to the dynamic of a feed-forward work culture that values positive reinforcement of performance excellence and a developmental approach to areas performance improvement needs. Feed-forward communication skills and tactics will be presented and practiced.