



LEADERSHIP COACHING NEWSLETTER

This Month's Topic: **What's the Value of Feedback?**

November 2008

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The Center for Creative Leadership has been studying leaders and their development for 38 years. After many years working with many thousands of clients, here is what they had to say regarding the value of feedback.

Feedback is one of the most valuable tools of the workplace. Feedback that is both positive and negative, lets you know how you are doing, and allows you to understand exactly what you did, and what impact it had on others.

Receiving Feedback

Regular ongoing feedback from others has several benefits, it:

- Lets you know how you measure up to your daily work
- Reinforces goals or changes you are making
- Helps you determine if you are on track to meet your goals
- Boosts self-confidence and encourages you to continue
- Informs you whether you are learning new skills
- Provides invaluable communication regarding the perception of others compared to your own
- Provides valuable information about mistakes or career setbacks

If you don't receive enough feedback to have an accurate picture of how you are performing, don't be afraid to ask. The information you receive will be less valuable.

Giving Feedback to Others

If you are a manager, giving regular, effective feedback allows your direct reports, peers and superiors to gain the same benefits. It is also the best way to help employees learn new skills. In addition, when you make giving feedback a routine process, you have an effective way to talk about behavior and performance problems without putting others on the defensive. Most leaders I have worked with over the years think they give their employees honest and clear feedback regarding their performance, yet when asked, their employees had no inkling of the intended message. If you want to check to see if you are being as clear as you would like to be, after giving feedback ask the person to summarize what they thought they heard you say.

Feedback is a wonderful thing. **Be clear and use** it often; you'll be glad you did.



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Questions to Ask Yourself.

To whom do I really need to give some feedback?
What would be possible if the feedback I gave was acted upon?
What is my greatest challenge in giving and receiving feedback?

Recommendations

Recommended reading: "[Way of the Peaceful Warrior](#)" by Dan Millman and a great article on how coaching can help you reach your goals from Investment Advisor called "[In The Game](#)".

Recommended Corporate Leadership University training courses: [Click here](#). These courses are conducted by Vision Quest Consulting at your location of choice. Call or email us for more information. 978-692-4454, wcapland@visionquestconsulting.com

We offer leadership and executive coaching, training courses and consulting services to help organizations develop a deep talent bench. We focus on giving good managers tools to use to make them into more effective leaders. Call or email us for more information. 978-692-4454, wcapland@visionquestconsulting.com

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