



**15th**  
ANGLO  
CONGRESS

# Talk to Them

A Succinct Guide to Giving Feedback  
to your Students and your Team



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CELEBRATING 85 YEARS



Cambridge Assessment  
English

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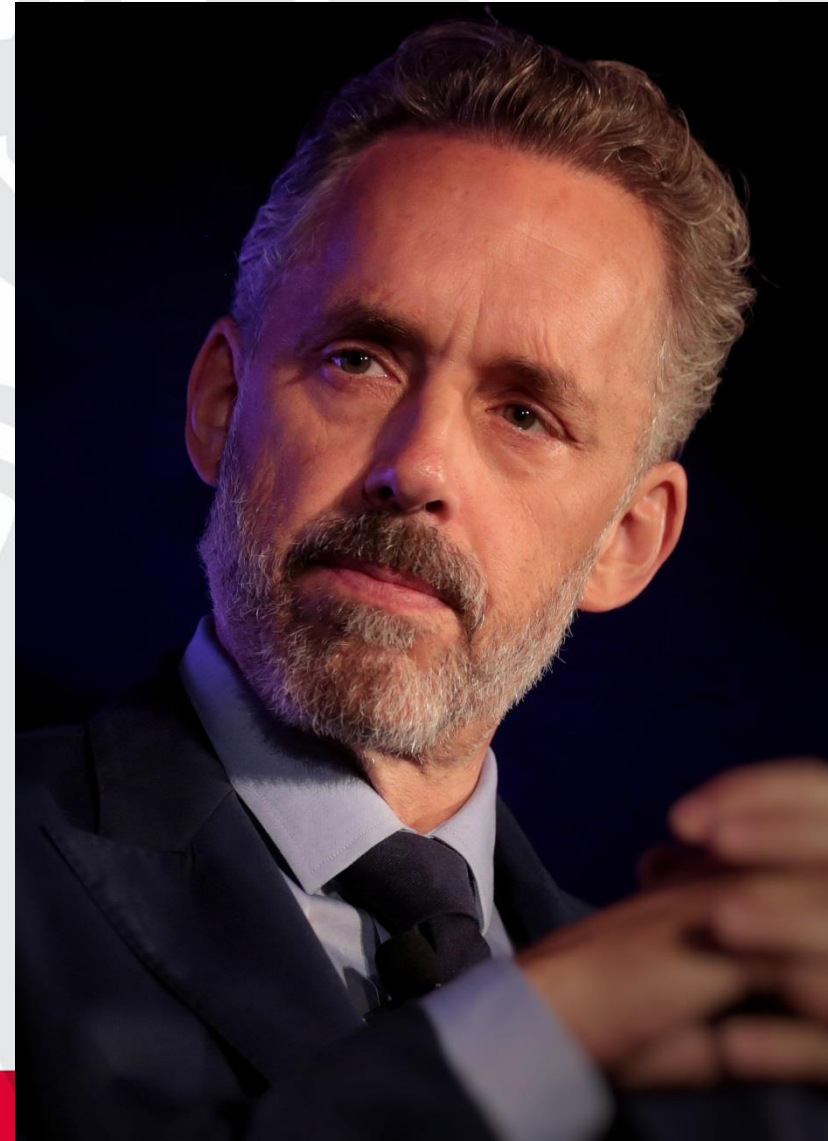


**“In order to be able to think  
you have to risk being  
offensive”**

“Most of the time when you’re  
discussing something that needs to be  
discussed everybody is rather upset  
about it, because why talk otherwise?”

“But if there’s an issue at hand that  
needs to be discussed people are  
already upset and there are different  
views so the offensiveness in some  
sense is built into that...”

Jordan Peterson





Feedback often tells you more  
about the person who is giving it  
than about you.

— *Stephen Covey* —

AZ QUOTES



# Be Fearless About Feedback



**72%** of employees think their performance would improve with *more* feedback.

# A Few Common feedback blunders

- The Feedback judges individuals not actions
- The feedback is too vague
- The Feedback speaks for others
- Negative messages sandwiched between positive ones
- The feedback is exaggerated with generalities
- Psychoanalyzing the motives behind behaviour
- Feedback goes on for too long
- The feedback contains an implied threat
- Steer clear of sarcasm or irony

## Forget the “feedback sandwich.”



Wrapping negative feedback in positive undermines trust and the value of positive feedback. Focus on the business outcomes and change needed.

## Make time for positive feedback.

We're all human; we operate at our best when we feel valued and our talents welcomed on the team.

**5:1**

ratio of positive to  
negative works best

**You're working well on these reports.  
Well done.**

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**I see you've put in a process to reduce  
the time it takes to process these reports.  
That's great work, and something we  
could use across the whole company.**

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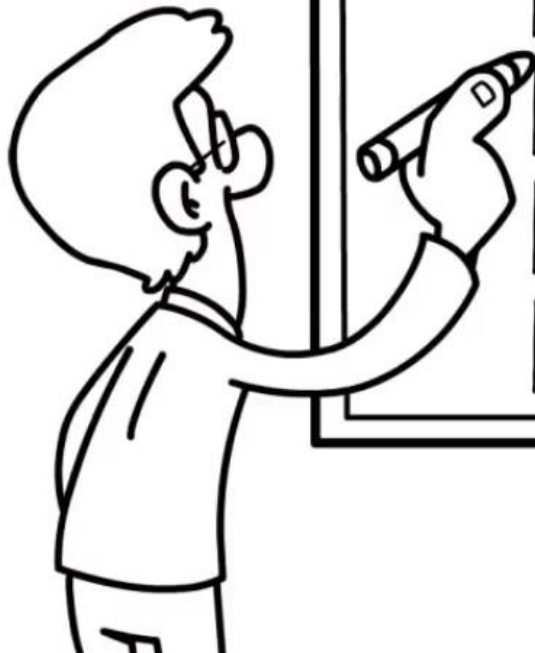


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<input checked="" type="checkbox"/>	<b>GIVEN IN A TIMELY FASHION</b>
<input checked="" type="checkbox"/>	<b>CLEAR</b>
<input checked="" type="checkbox"/>	<b>SPECIFIC</b>
<input checked="" type="checkbox"/>	<b>NON-JUDGMENTAL</b>
<input checked="" type="checkbox"/>	<b>ACTIONABLE</b>

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# **CAPTURE THE SITUATION**

**"In yesterday's team meeting..."**

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# **DESCRIBE THE BEHAVIOR**

**"...you interrupted constantly."**


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# **DESCRIBE THE IMPACT**

**This forced your colleagues to shut down. Consequently, we weren't able to discuss their ideas and arrive at a team-based solution to our problem.**

The truth will set you free, but  
first it will piss you off.

-Gloria Steinem

Learn more at  
[SpiritualCleansing.Org](http://SpiritualCleansing.Org) 



# Daniel Barenboim a Masterclass



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# Marcus Lemonis The Profit





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**THANK YOU!**