

**Clear Communication Without the Drama:
Effective Feedback in the Workplace**

Joel Schaffer
Principal
Butler Street

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CLEAR COMMUNICATION WITHOUT THE DRAMA
EFFECTIVE FEEDBACK IN THE WORKPLACE

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Staffing World 2023

Expected Outcomes

- High EQ leadership
- Alignment of agreements to priorities
- Improved performance through feedback and coaching
- Utilizing ChatGPT for skills development



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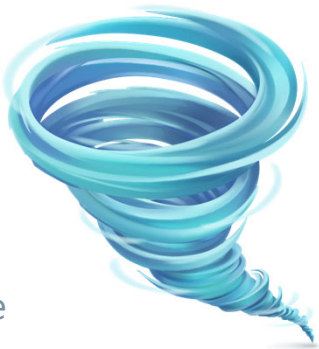
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What gets in the way?

Tactical, reactive environment

Makes it difficult to achieve break-through performance


Urgent (day job) v. Important (goals)



100+ emails, conference calls and meetings

Blocks strategic execution



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Human vs. Nonhuman

Is our sense of urgency different?



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How well do you listen?



Last Word Response

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Emotional Intelligence (EQ)

Emotional intelligence (n.): the ability to accurately perceive your own and others' emotions, to understand the signals that emotions send about relationships, and to manage your own and others' emotions.



Self Awareness Social Awareness Self Management Relationship Management

EQ is essential to being a strong leader!

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EQ Assessment




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Mood Elevator

Penthouse 	<ul style="list-style-type: none">• Being the Best I Can Be• Clear Thinking• Focused• Bringing Out the Best in Others	<ul style="list-style-type: none">• Motivated• Serene• Creative• Forgiving
Above Ground Floors 	<ul style="list-style-type: none">• Respectful• Safe & Trusting• Kind & Caring• Positive Impact	<ul style="list-style-type: none">• Self Esteem• Positive• Feeling Good• Happy• Cooperative
Basement 	<ul style="list-style-type: none">• Anxious• Confused• Resentful• Creating a Negative Environment	<ul style="list-style-type: none">• Feeling Bad• Blaming Others• Depressed• Defensive• Judgmental
Sub Basement 	<ul style="list-style-type: none">• Angry• Attacking Others• Survival & Self Preservation	<ul style="list-style-type: none">• Animal Me• Aggressive

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When you want to show empathy but don't know what to say, try this...

"I don't even know what to say right now – I'm so glad you told me."

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MANAGING AGREEMENTS

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Agreements - Definition

An arrangement between parties, usually resulting from a discussion, regarding a course of action.

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Agreements

Definition: an arrangement as to a course of action -- reached an agreement as to how to achieve their goal

- Outcome-based
- Activity-based
- Process-based
- Communication
- Behavior-based
- Values-based



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Effective feedback is...


A good coach takes into account the **emotional messages implicit** in their feedback by matching the message to the needs of the situation

RELEVANT TIMELY OBJECTIVE BEHAVIOR-BASED CONSISTENT


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Preparing for Coaching Discussions



- Determine in advance
 - Current agreement
 - Acceptable minimum action
 - Alternative solutions
 - Improvement expectations
- Have your emotions in check
- Role practice with a peer to anticipate any objections or situations

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Coaching Discussions

Begin with **Managing Agreements:**

Get agreement that a problem exists

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When You Cannot Get Agreement

- Behavior
- Importance
- Expectations
- Consequences
- Inconsistency
- Negativity




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DASH model



DESCRIBE **ASK** **SPECIFY** **HELP**

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DASH model – Role Practice with ChatGPT

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Butler Street, a consulting, training and research firm, **helps companies and their people grow** by focusing on the two most challenging areas: **Client Development and Talent Development**

Our team:

- CEOs, COOs, VPs of Strategic Account Sales, Recruiting, Operations and Marketing
- Staffing industry expertise



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Founder & Managing Partner



Mary Ann McLaughlin
Managing Partner



Jeannie Bastos
Vice President, Operations



Robert Reid
Principal



Joel Schaffer
Principal



Susan Galloway
Director of Marketing



Karla Dougherty
Principal



Vanessa Sullivan
Business Development Manager



Erika Bantz
Sr. Learning Consultant

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Key Points

- High EQ = Better Leadership
 - Empathize and understand; slow down; listen and give full attention
- Manage Agreements
 - 6 types; reduce drama and miscommunication of expectations
- Utilize DASH™ Model
 - Describe, Ask, Specify, Help
 - Prepare with peer or ChatGPT




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