

# The Truth About Honest Feedback

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# Introductions

**Linda Matkowski, Moderator**

*Chief Financial Officer – Champaign CUSD 4*



**Craig Collins - Speaker**

*Illinois ASBO Statewide Professional Development Coordinator*



**Andrea Guerrero - Speaker**

*Superintendent - Knoxville CUSD #202*



**Ray Toliver Jr. - Speaker**

*CSBO – Carbondale Community High School District #165*



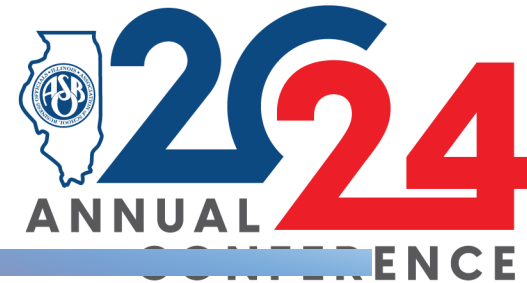
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# Session Overview

- **The Honest Feedback Dilemma: Always Tell the Truth vs. Don't Hurt Others**
- **Missteps or Errors We Make When We Share Honest Feedback**
- **Feedback Stories**
- **How Do We Better Manage Ourselves to Share Honest Feedback**
- **Feedback Stories**
- **Suggestions for Providing Honest Feedback**



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# We have a complicated relationship with honesty; we are faced with two moral imperatives:

Always tell the truth; be honest

Don't hurt others; be kind

## This can put us in a bind!

Scene from Liar, Liar – Always tell the truth

<https://www.youtube.com/watch?v=cWVjb0ArxcQ>

Scene from Seinfeld – Don't hurt others

<https://www.youtube.com/watch?v=jsl3IBAsEH4>



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# Reflection #1

**Think about a time when you were the recipient of feedback that was direct, and perhaps a little mean or when family members/colleagues neglected to provide you with feedback that would be helpful. Share these stories with a neighbor.**



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# Errors or Missteps We Make When We Share Honest Feedback

- We overestimate the magnitude of harm in sharing honest feedback
- We don't tell the whole truth (paltering)
- We avoid or neglect to provide feedback
- We do not prepare adequately and/or provide feedback at the wrong time or location



# Feedback Stories



feedback



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# Reflection #2

As someone who provides feedback to others, which error or misstep do you resonate or have experience with?



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# How Do We Better Manage Ourselves to Share Honest Feedback?

- **Keep reminding yourself: most people want honest feedback**
- **Long-term benefits outweigh short-term costs**
- **Acknowledge the feelings of others and show support and affirmation while avoiding empty or unnecessary praise**



# Feedback Stories



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# Reflection #3

Share a story with your neighbor when you shared feedback with someone that was both honest and compassionate/benevolence.



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# Suggestions for Providing Honest Feedback

Some practical tips for providing honest feedback:

1. Be a good example; it starts with you. Frequently solicit feedback from others by asking this question: Is there anything I could do or stop doing that would make it easier to work with me?
2. Show you take honest feedback seriously
3. Honest feedback is best shared by being clear and direct **AND** supportive and benevolent.
4. Stating your intentions at the beginning of a conversation to be compassionate/benevolent can lower defenses
5. Personalizing is bad



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# Suggestions for Providing Honest Feedback

6. Be more precise when honest feedback: situation, behavior, impact
7. Honest feedback is best shared in private and in an appropriate location.
8. Give honest feedback in person; avoid, if possible, using a phone or email to offer this type of feedback
9. Give honest feedback as quickly and as informally as possible; don't save up feedback for the annual performance review
10. Performance reviews reminders



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## PANELISTS INFO:

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# Questions and Answers

*We thank you for your time!*



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