



InsideOut DEVELOPMENT®

Effective Feedback Conversations That Drive Performance

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A photograph of two women sitting at a round table in a meeting. The woman on the left is wearing a light blue jacket and is looking towards the woman on the right. The woman on the right is wearing a white sweater and a blue turtleneck, and is looking back at the woman on the left. They are both smiling and appear to be in a positive conversation. On the table, there is a black box, some papers, and a small plant. The background is a large window with a grid pattern. The entire image is overlaid with a semi-transparent blue filter and a white curved line on the right side.

Effective Feedback Conversations That Drive Performance

We're struggling to get feedback right...

**Only 26% of employees strongly agree
that the feedback they get helps them
do better work.**

GALLUP RESEARCH

Reframing Feedback

1

It's just
information.

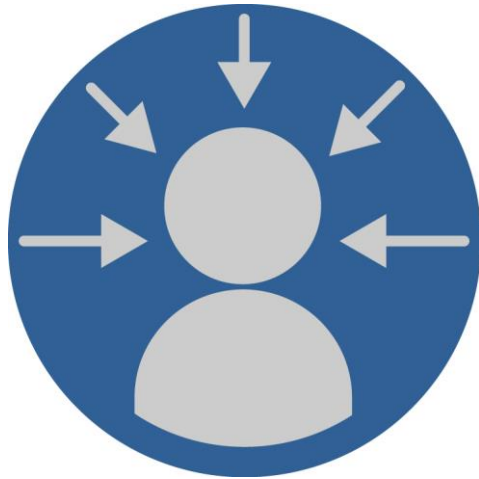
2

It's about a
shared experience.

3

It isn't something
you **give**, it is a
conversation
you **have**.

Outside-In Approach



“What can I put in?”
Telling



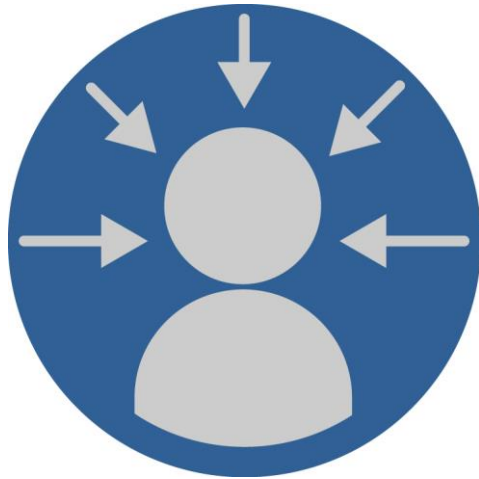
As you watch the video,
pay attention to how the Outside-In
feedback **impacts** this top performer.



How was Santa **impacted** by
Outside-In feedback?

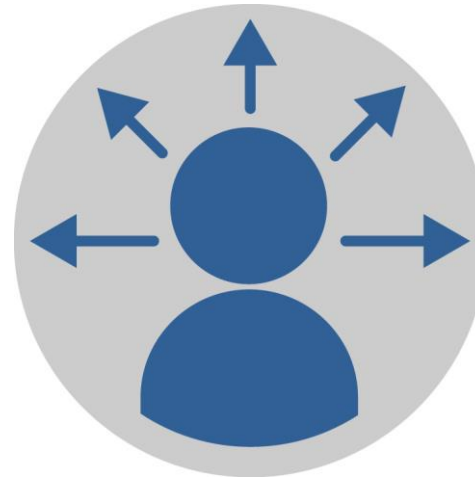


Outside-In Approach



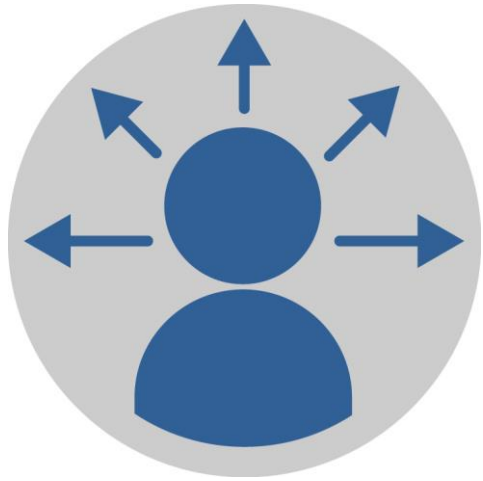
“What can I put in?”
Telling

InsideOut Approach



“What can I bring out?”
Asking

The InsideOut Approach



When you **ask** first instead of **tell** first... feedback is easier for **everyone** involved because it reduces interference.



The InsideOut Mindset™

Everyone has the capacity to learn and perform at a higher level.

Three Feedback Questions

Goal

Coach: I'd like to spend a few minutes hearing your feedback, and then sharing mine, about: _____

Reality

Question 1: What worked?

Question 2: Where did you get stuck?

Options

Question 3: What would you do differently?

Way Forward

Coach: What are the next steps, and when?

Three Feedback Questions

Reality

Question 1: What worked?

Question 2: Where did you get stuck?

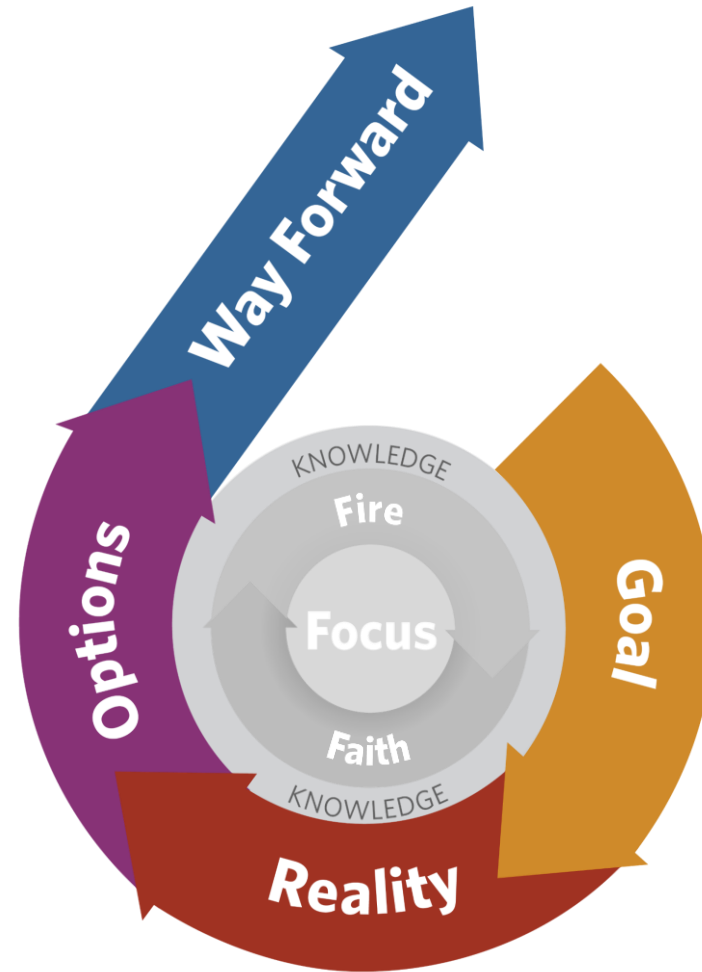
Options

Question 3: What would you do differently?

TIP

During the Reality and Options steps, make sure to ask questions first, then share anything you have to add.

The GROW[®] Model





Goal: Help you be more coach-like in conversations, so you can have a greater impact with your people and the work you do together.

Effective Feedback Conversations That Drive Performance

Every conversation you have with your team member is an opportunity to have more impact.

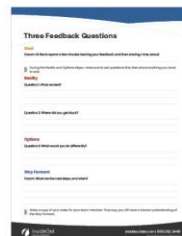
Feedback is an essential component of personal and professional growth, fostering a culture of continuous improvement, open communication, and mutual respect. However, delivering and receiving feedback can be challenging, requiring sensitivity, openness, and a structured approach to ensure the conversation is productive and positive.

Three Feedback Questions

This job aid (following page) guides you through the key steps of a feedback conversation, providing prompts and frameworks to help you prepare, deliver, and follow up on feedback effectively. Fill in the blanks as you engage in a dialogue that encourages growth, understanding, and actionable outcomes.

Utilize this job aid to navigate your feedback conversations, celebrate successes, and realign performance to ensure your team members are aware, informed, and on the right track and embody The InsideOut Mindset™.

At InsideOut Development we believe everyone has the capacity to learn and perform at a higher level. If you would like to learn more about InsideOut Development and our approach to feedback conversations, visit insideoutdev.com or contact us at 888.262.2448.



Three Feedback Questions
Job Aid
(Full size on page 2)



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Three Feedback Questions

Goal

Coach: I'd like to spend a few minutes hearing your feedback, and then sharing mine, about:

TIP During the Reality and Options steps, make sure to ask questions first, then share anything you have to add.

Reality

Question 1: What worked?

Question 2: Where did you get stuck?

Options

Question 3: What would you do differently?

Way Forward

Coach: What are the next steps, and when?

TIP Make a copy of your notes for your team member. That way, you will have a shared understanding of the Way Forward.



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What is the impact of providing effective feedback?

80% of employees who say they have received meaningful feedback in the past week are fully engaged.

GALLUP RESEARCH





A photograph of Alan Fine, a man with dark hair, wearing a blue button-down shirt, speaking and gesturing with his hands. The image is overlaid with a semi-transparent blue filter. On the right side, there is a large, faint white circular graphic element.

**“The finest service we can give
another human being is to make it
safe for them to explore their own
experience.”**

ALAN FINE

Questions?



Three Feedback Questions

Download our job aid by scanning the QR code or visiting hubs.li/Q02qXNhs0



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