



*Genesis Credit Private Label  
Presents*

# HAVING DIFFICULT CONVERSATIONS

Q4 INTERNAL WORKSHOP

## WHAT MAKES CONVERSATIONS DIFFICULT?

- Content
- Timing
- Emotions
- Status
- Fallout
- Fear
- What else?





# *Fearless Feedback*

## HOW IT WORKS

- Speaking in the moment for maximum impact
- Showcasing positives and negatives
- Delivering feedback regardless of position
- Throwing out the "Feedback Sandwich"

## WHY ITS IMPORTANT

Embracing change and process improvement empowers us all to work more effectively both internally and externally

# *Fearless Feedback is:*



## CANDID & KIND

Speaking the truth can be awkward, but kindness goes a long way

## TIMELY

Don't wait until the moment has passed to give impactful feedback

## POSITIVE TOO

Feedback is stereotyped as negative, so highlight positive attributes as well

# *Fearless Feedback Quadrant*

## POSITIVE GENERAL

Nice, but not helpful.  
"You're the man! Way to go!"

## POSITIVE SPECIFIC

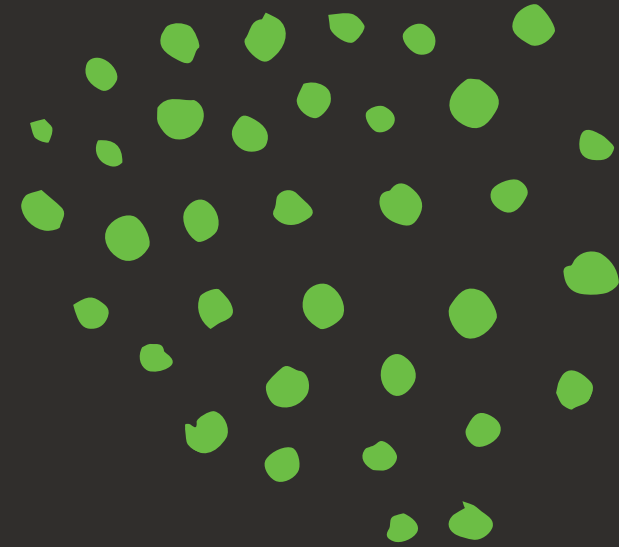
Uses because, then.  
"Because you went above and beyond, this partner decided to use us at all locations."

## NEGATIVE GENERAL

Least useful, not constructive.  
"You are an idiot. Can you read?!"

## NEGATIVE SPECIFIC

Uses because, then.  
"Because you failed to meet the deadline, we lost this partner."



## HAVE YOU EVER USED FEARLESS FEEDBACK?

How did it go? What was successful?  
What could be improved?



*When is the last time you had a  
difficult conversation?*

WHAT HELPED? WHAT DIDN'T?



# *Productive and Painless Conversations are:*

## DIRECT

Get to the point quickly and don't bury the intent of the feedback

## SPECIFIC

Fully clarify your feedback and provide examples if possible

## PLANNED

Anticipate how they will react and prepare answers to their questions

## CHOSEN

Pick an ideal time, location, and outline the words you will use

## MANAGED

Try to keep your emotions even through the conversation

## EMPATHETIC

Keep in mind what they may be feeling and give them room to do so



*Leave your audience  
with:*

## SOLUTIONS

Providing a solution or possible change is a great way to make a difficult conversation useful for all parties

## TIME FOR QUESTIONS

Make sure there is time and availability if they have follow up questions about the information they have been given

# Feedback Statistics

70%

OF EMPLOYEES SAY  
PRAISE FROM PEERS IS  
HIGHLY MOTIVATING

57%

OF EMPLOYEES PREFER  
CORRECTIVE FEEDBACK

72%

OF EMPLOYEES THINK  
THEIR PERFORMANCE  
WOULD IMPROVE  
WITH MORE FEEDBACK

83%

OF EMPLOYEES FIND  
RECOGNITION  
MORE REWARDING THAN  
CASH

# *Receiving Feedback Yourself*

## LISTEN

Truly hear the intent behind the feedback

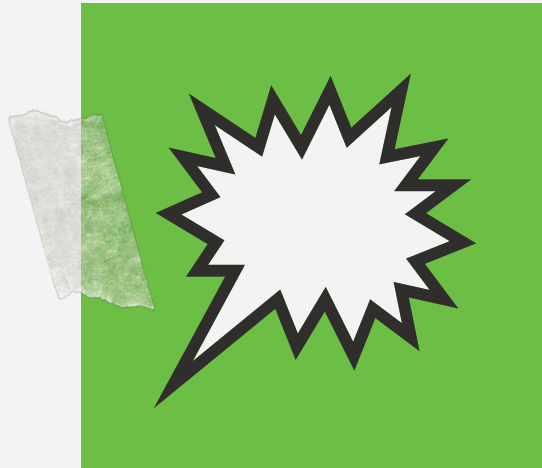
## PROCESS

Take time to consider how to apply the feedback

## THANK

Providing feedback takes courage and effort

# *What to Avoid*



Yelling, name calling, cursing, or a strong tone



Finger pointing, blaming, or passing the problem off



Interrupting a question or explanation



# *Team Strategies*

## BOTH WAYS


Delivering and receiving feedback are **both crucial for strengthening** the team and instilling the culture of feedback inside and outside of the company.


## SELF-EXAMINE

Get **feedback on your feedback** process. Try asking a peer. Is your feedback working well? Is it received positively? How can you improve the way you deliver feedback to others?

## ONGOING

Make feedback an integrated process! Choosing one day a week to focus on feedback can help provide structure. Anyone up for **Feedback Fridays?!**





Feedback on what we do well is great, but feedback on what we can improve is essential to personal career growth.

DO YOU AGREE?