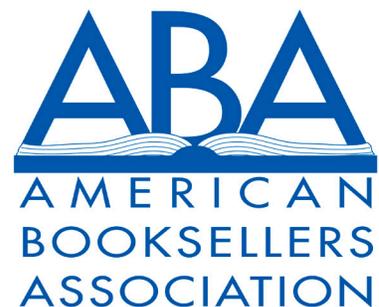# COMMUNICATION IN A CHANGING WORKFORCE

Led by Timo Anderson

June 6, 2023

OBJECTIVES

By the end of the workshop, you will be able to:

1. Define effective feedback and why it's crucial to a high-performing team.
2. Consider the impact your beliefs have on both your willingness to give and to receive feedback.
3. Build your network of peers to help get past roadblocks.

- -

ZINGERMAN'S TRAINING COMPACT

Trainer agrees to:
1. Document clear performance expectations
2. Provide training resources
3. Recognize performance
4. Reward performance

Trainee agrees to:
Take responsibility for the effectiveness of their training

- -

Zingerman's®
mission statement

We share the Zingerman's Experience
Selling food that makes you happy
Giving service that makes you smile
In passionate pursuit of our mission
Showing love and care in all our actions
To enrich as many lives as we possibly can.

INTRODUCTION TO PEER FEEDBACK

What is it?

Why is peer feedback important?

Benefits of feedback

Barriers to giving feedback

Barriers to receiving feedback

COMMUNICATION

THE POWER OF BELIEFS IN FEEDBACK

The Belief-Action Cycle

My belief

My action

Others' action

Others' belief

THIS I BELIEVE

reflection
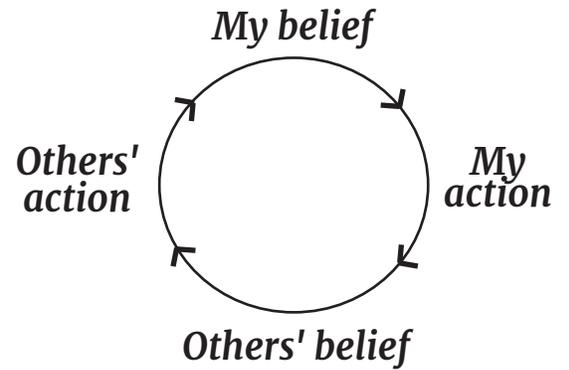
Spend some time thinking about the following prompts and write down what comes to mind. Start each statement with "I believe..."

What do I believe about giving feedback to my colleagues?

What do I believe about feedback given to me by my colleagues?

COMMUNICATION
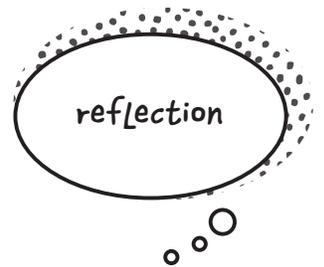
CHARACTERISTICS OF EFFECTIVE FEEDBACK

Balanced

Timely

Specific & Detailed

Provides Clarity

Future-Focused & Actionable

Relationship Enhancing

COMMUNICATION

6 TIPS FOR RECEIVING FEEDBACK

1. Respond vs. React ....

....

....

2. Listen for understanding ....

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....

....

3. Ask clarifying questions ....

....

....

....

4. Focus on the content instead of the delivery ....

....

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5. Thank the feedback giver ....

....

....

6. Decide what to do with the information ....

....

....

....

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FINAL REFLECTION

reflection
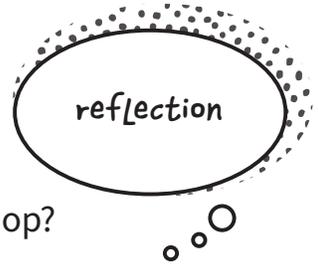
What did you find interesting, surprising, or useful from today's workshop?

What are one or two action steps you will take in the weeks ahead?

reflection

COMMUNICATION