

Positive and Constructive Feedback How You Had It All Wrong!

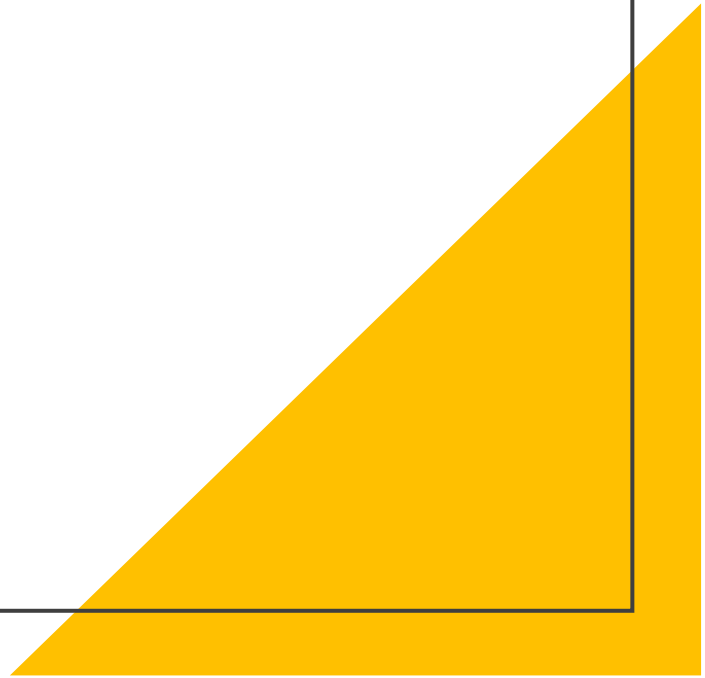
Yasia Romanets

Senior Manager, Cloud Engineering



Agenda

- Intro
- The Standards-Devotion Matrix
- A Word on Inquiry
- Feedback in Different Cultures
- The Art of Feedback
- Summary
- Homework



Intro

- 9+ years of professional experience
- Cloud Engineering Manager at Pega



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- Part of Top 100 Women in Cloud Computing in Poland



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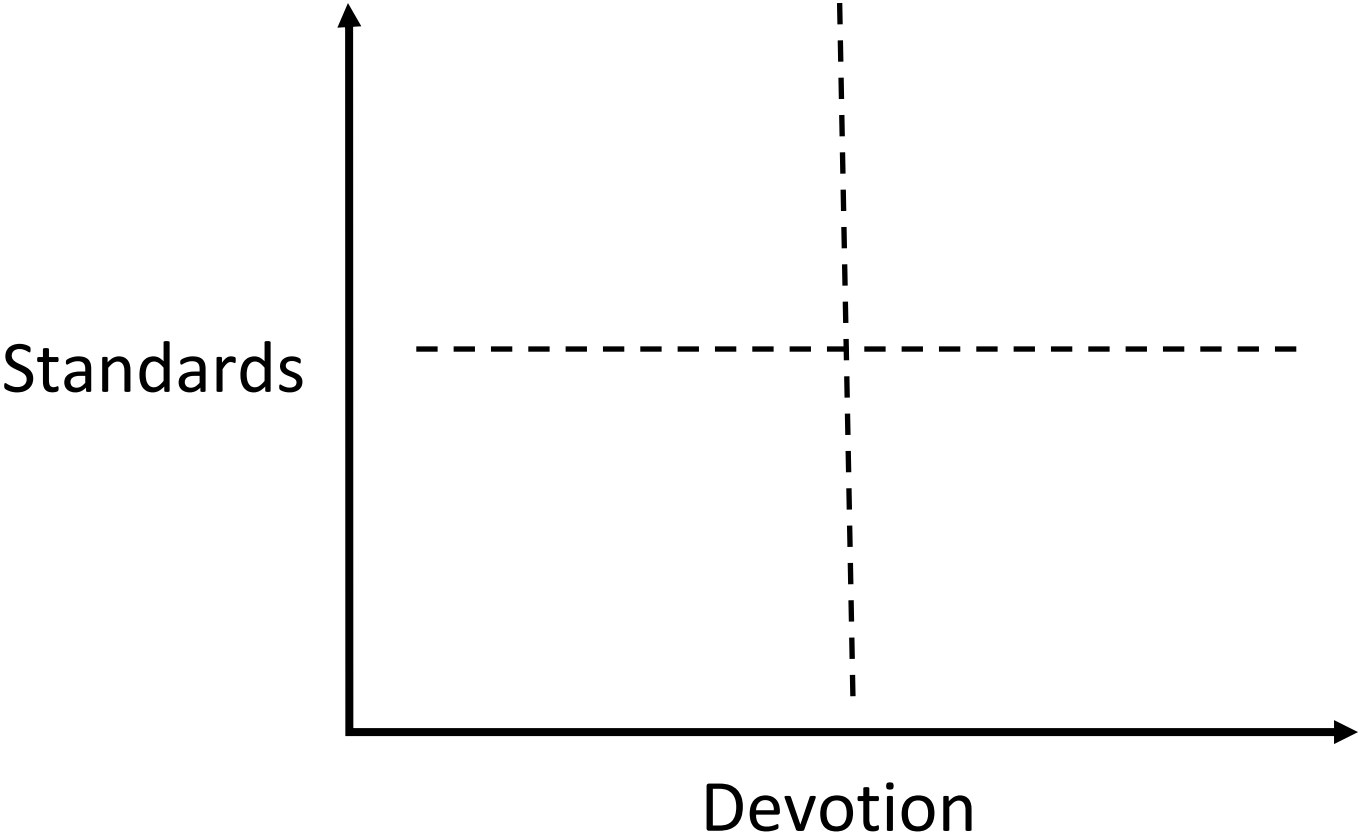


Intro

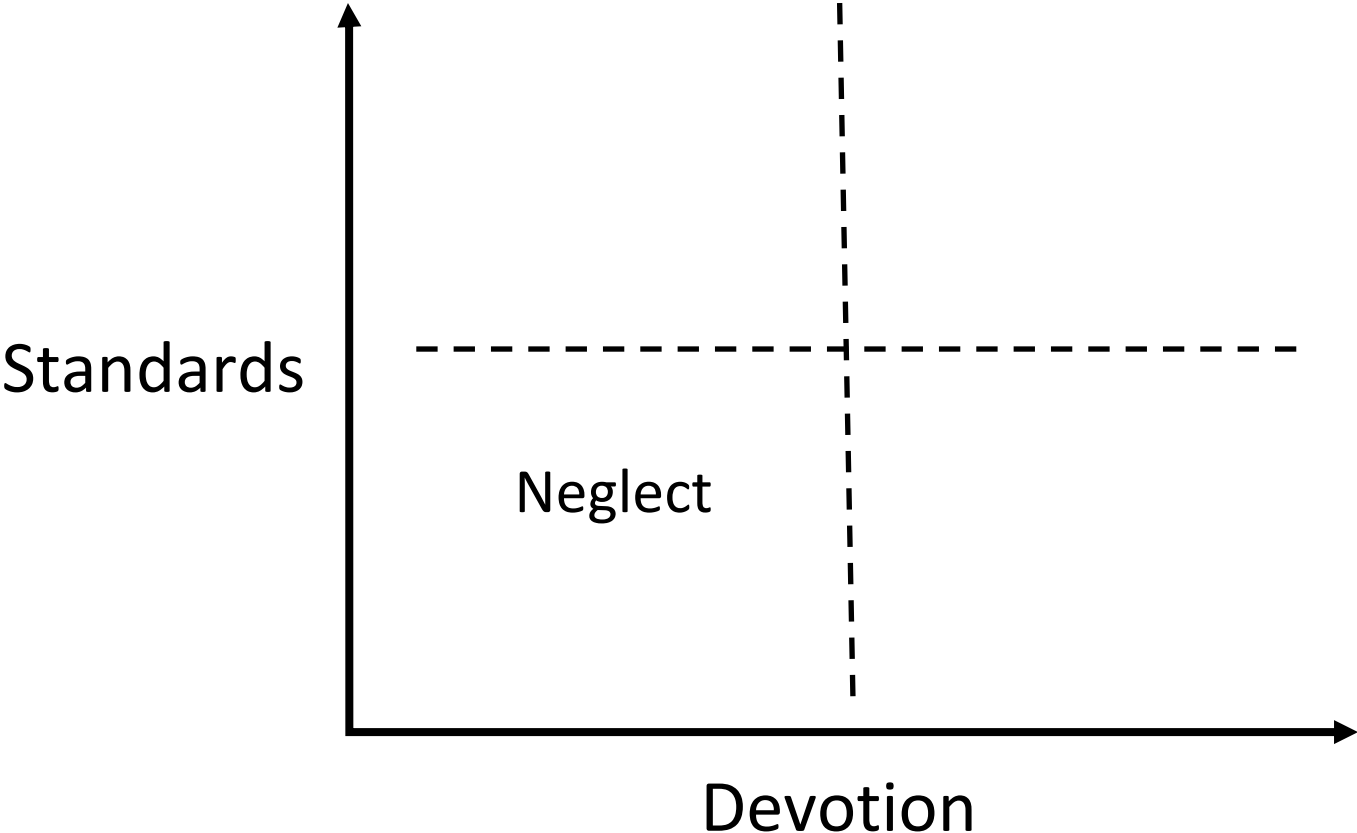
- 9+ years of professional experience
- Cloud Engineering Manager at Pega
- Graduate of The Leadership Consortium
- Part of Top 100 Women in Cloud Computing in Poland
- MSc in Machine Learning
- Avid natural language learner
- Proud mom to a beautiful son and the cutest cat 🐱



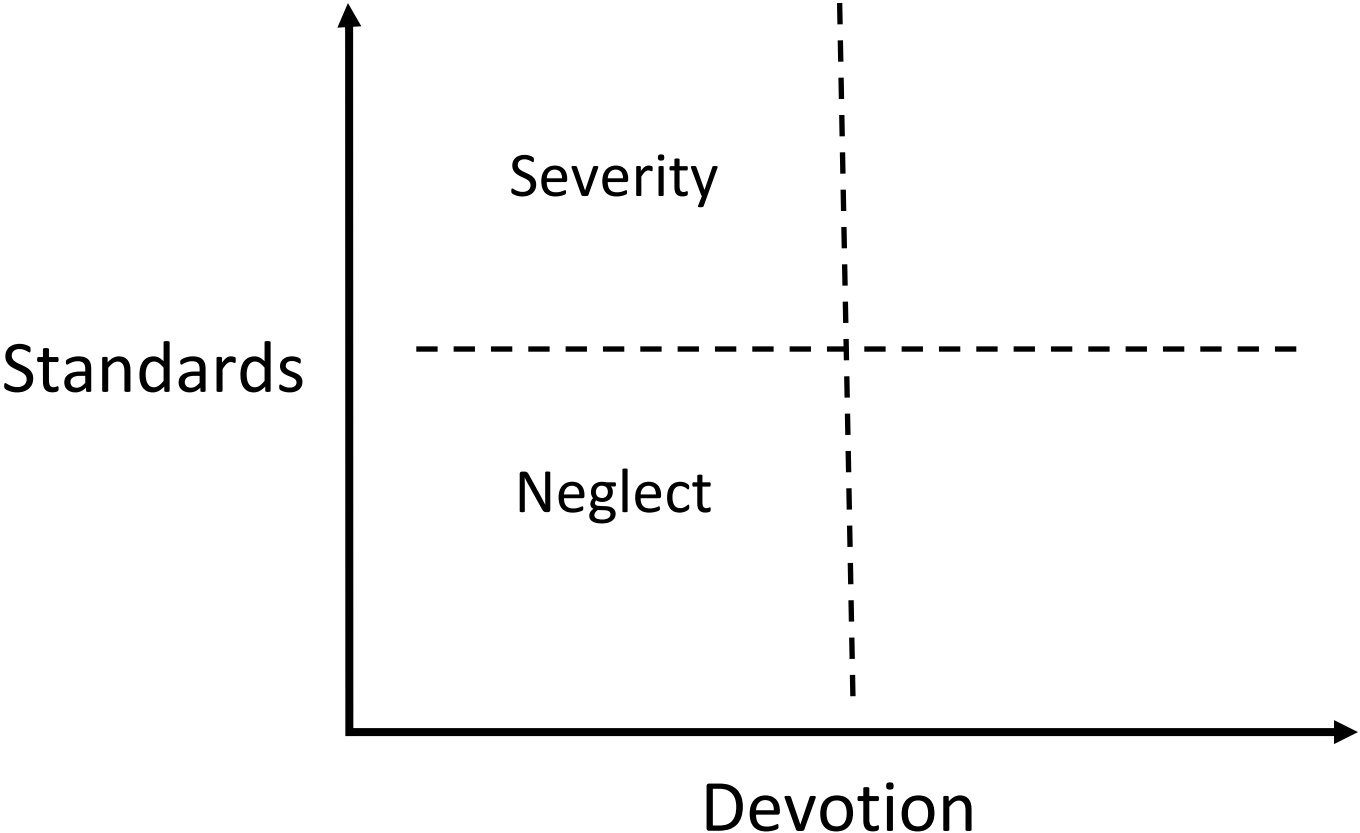
The Standards-Devotion Matrix



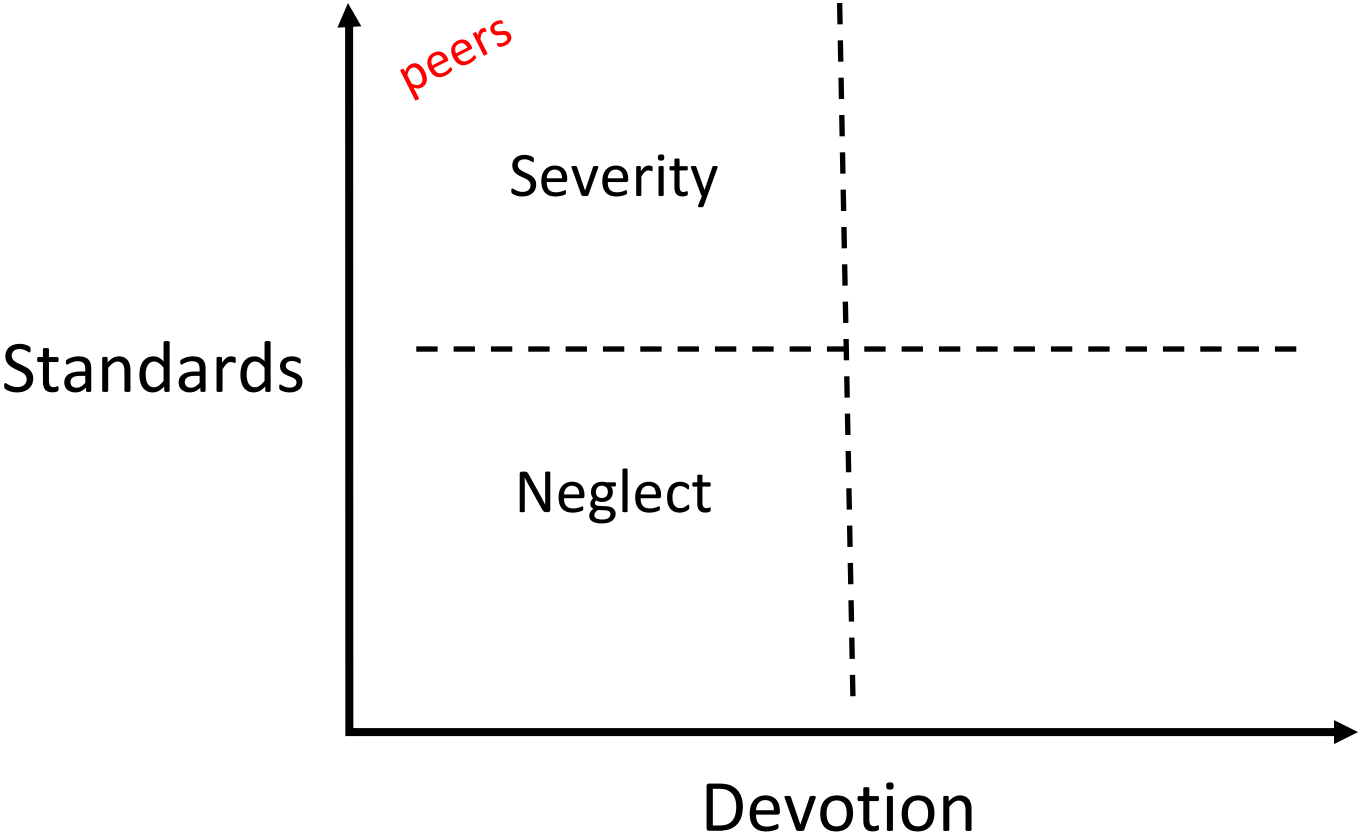
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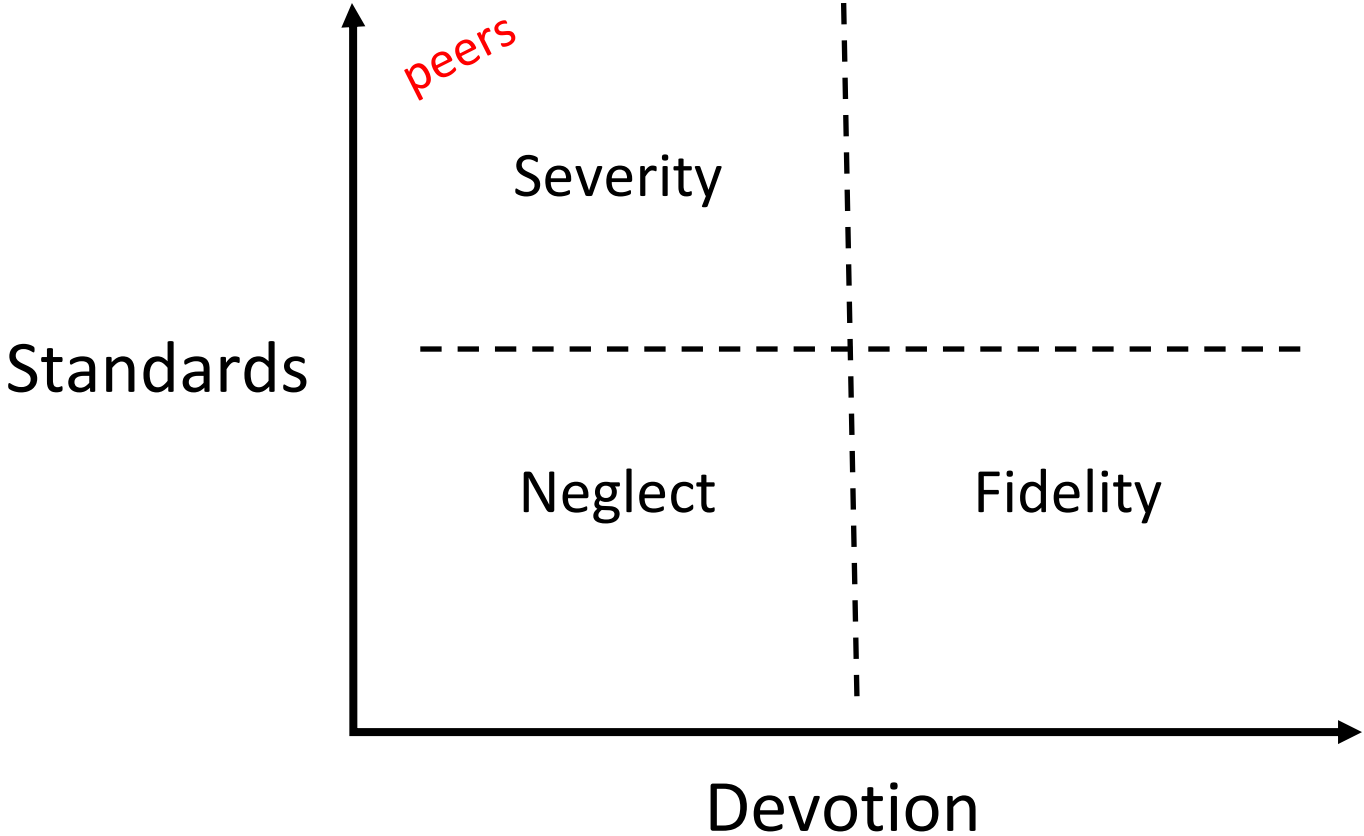
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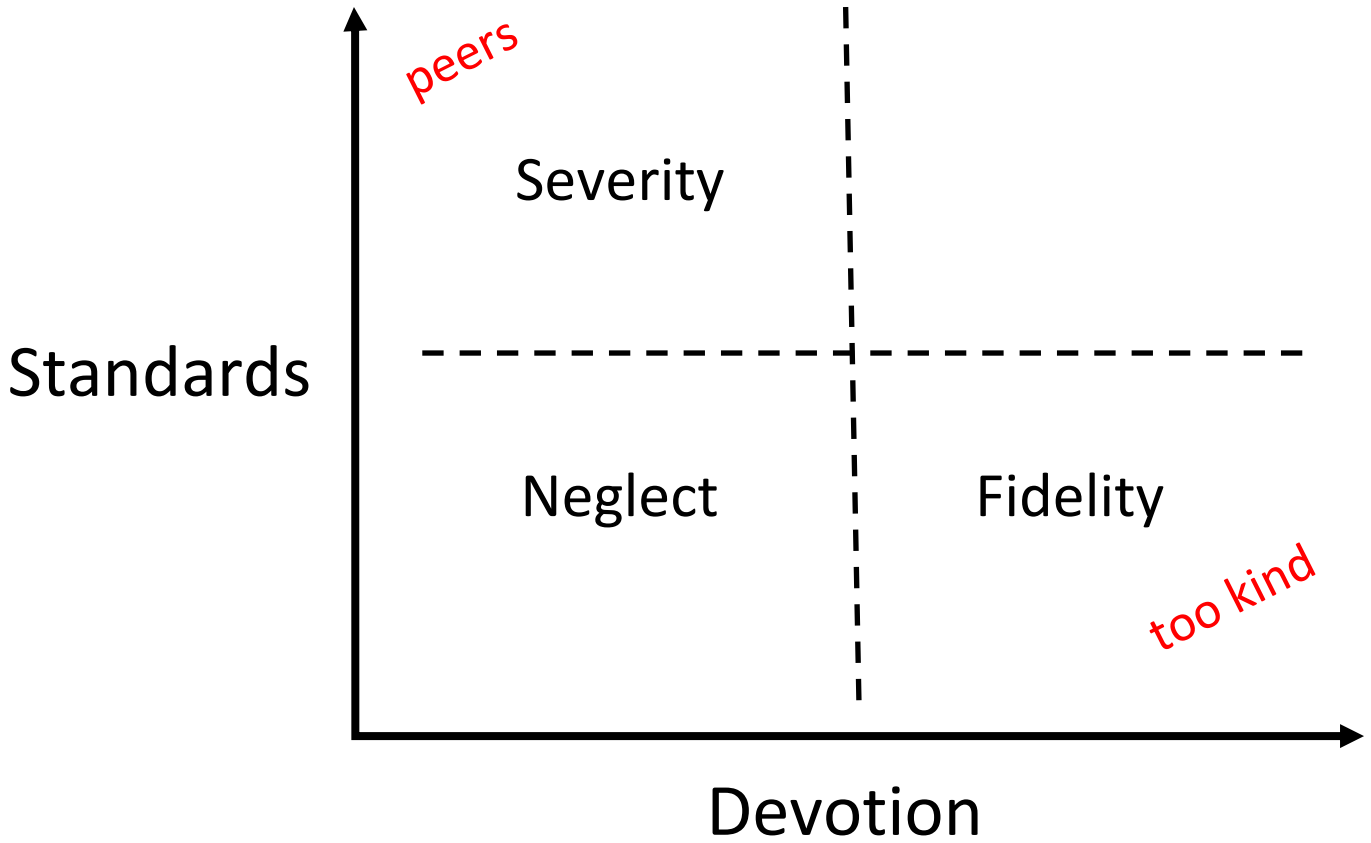
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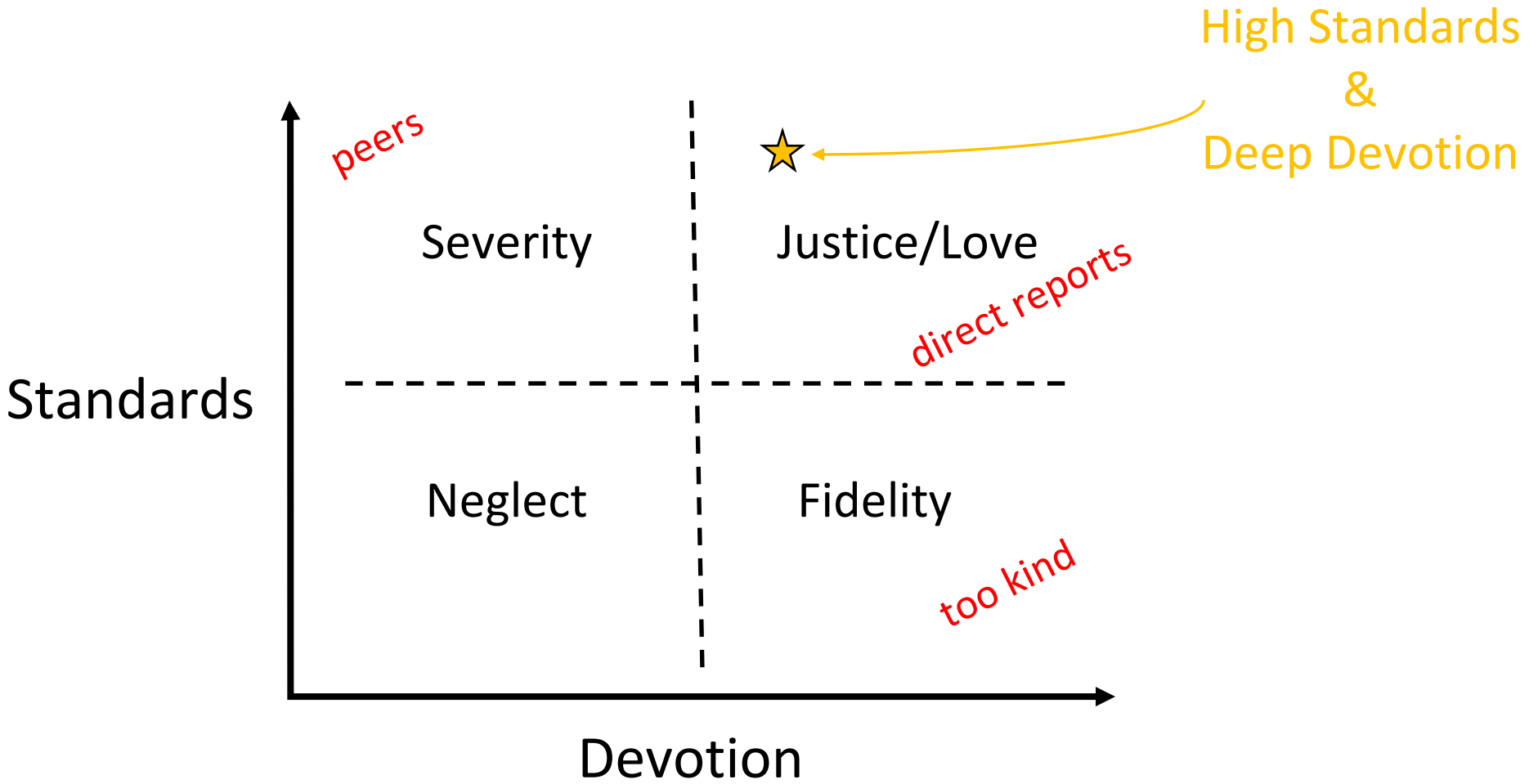
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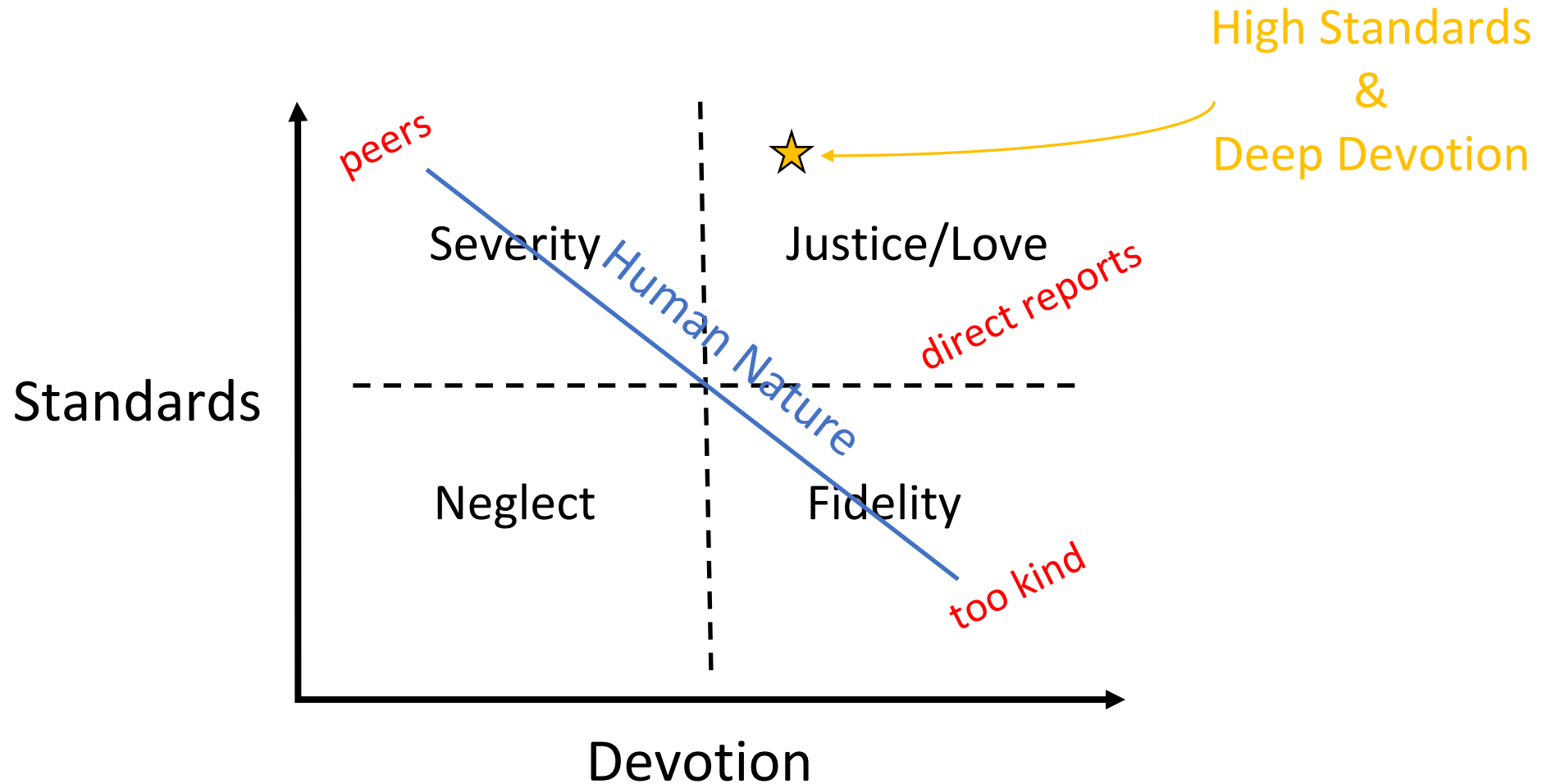
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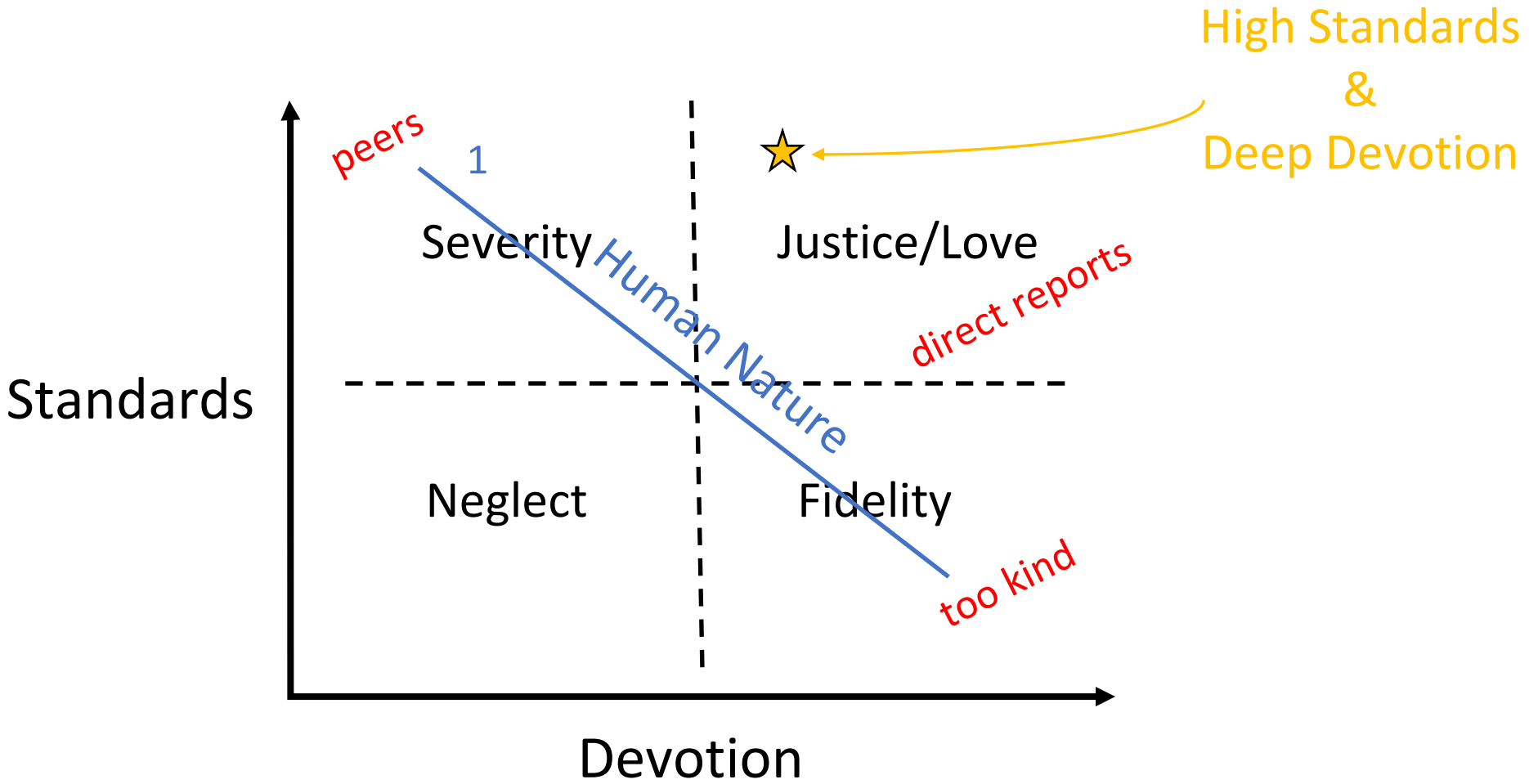
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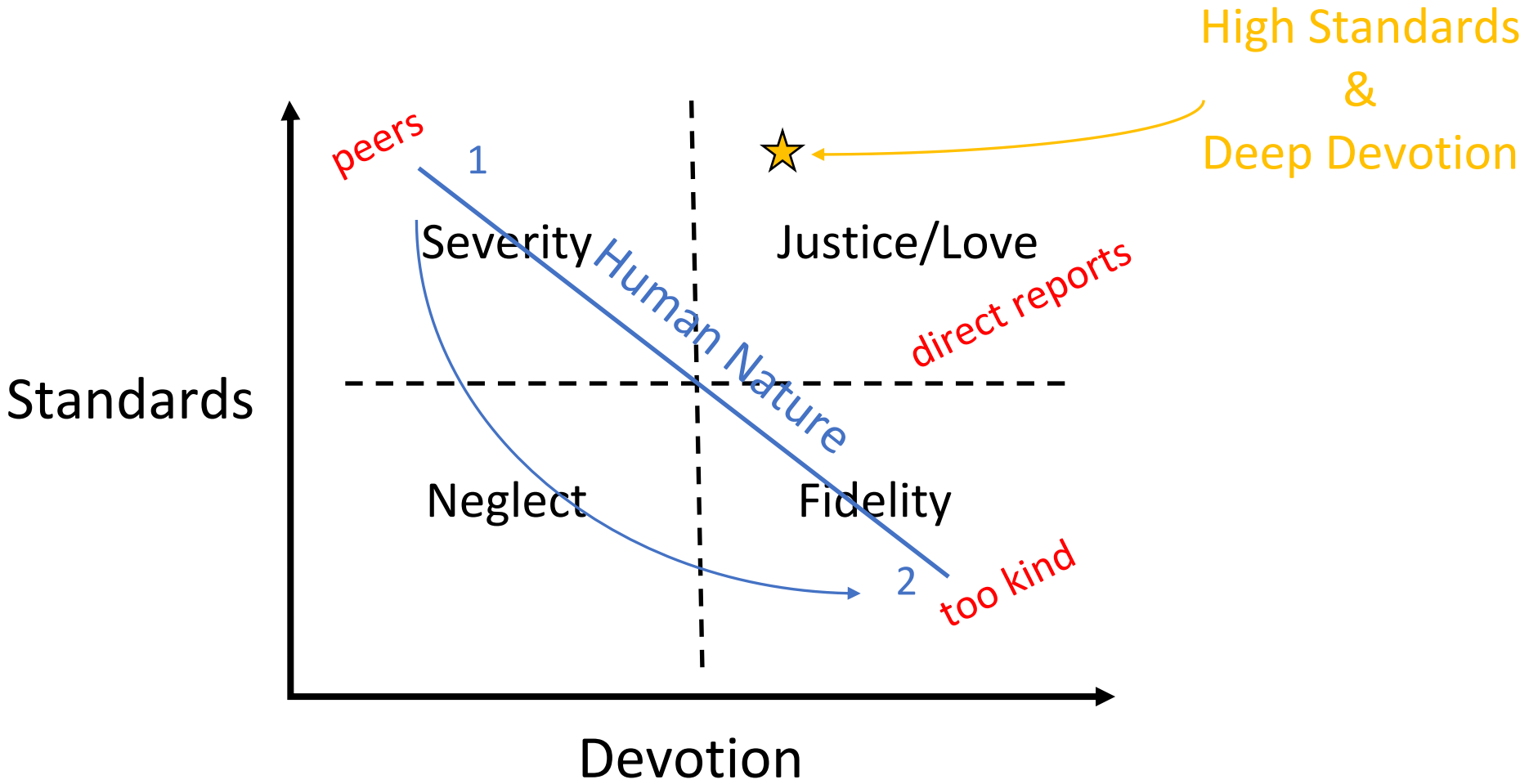
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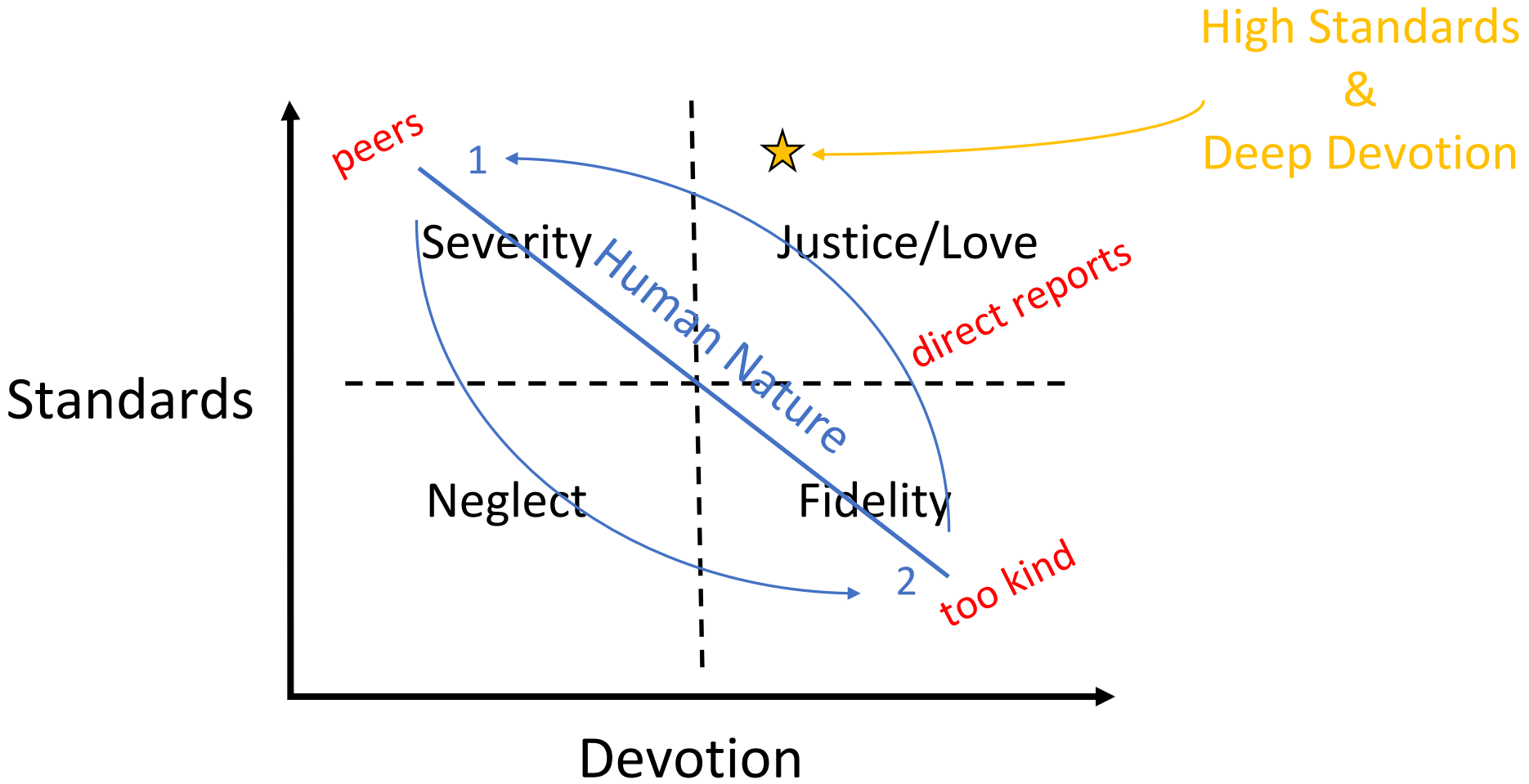
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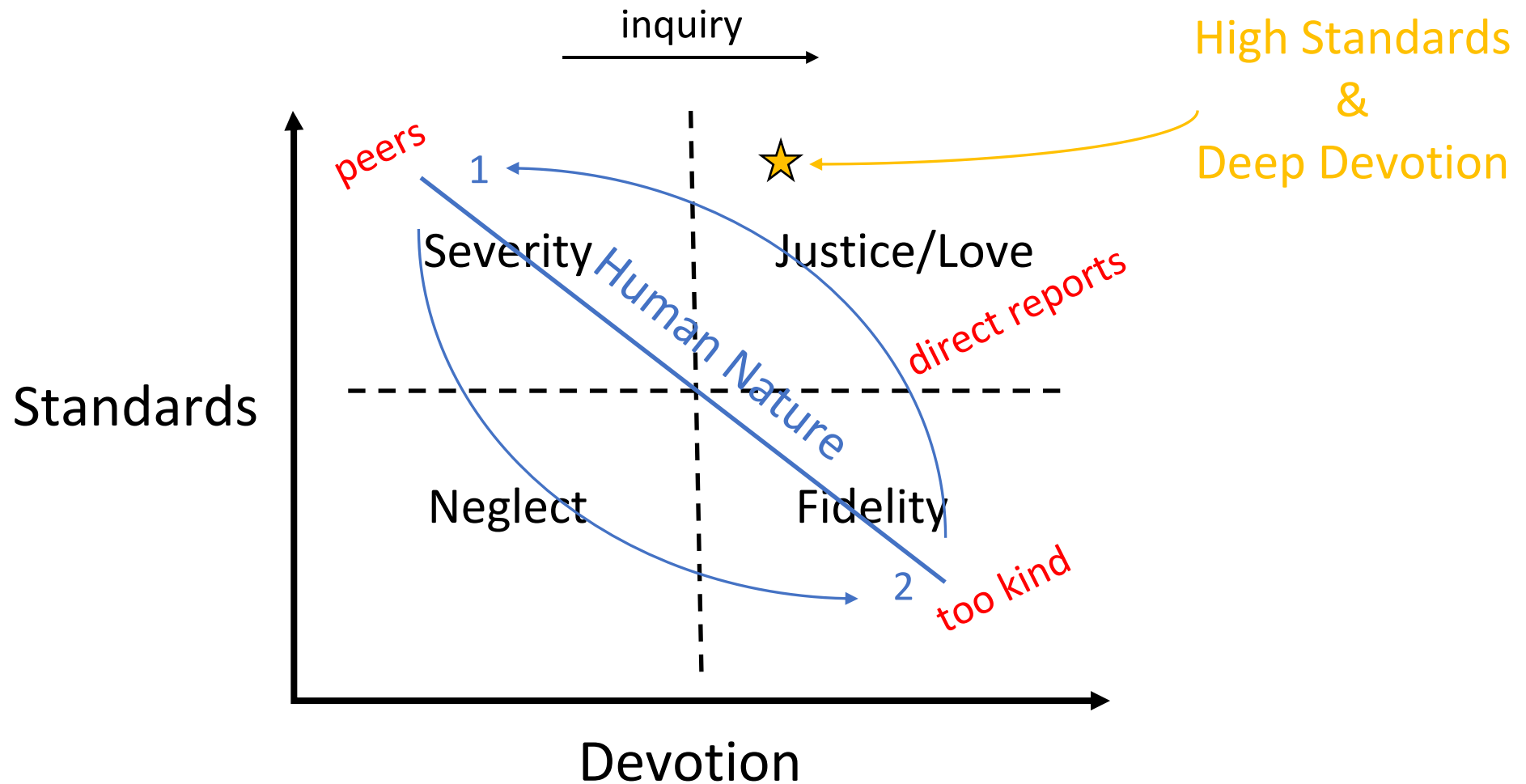
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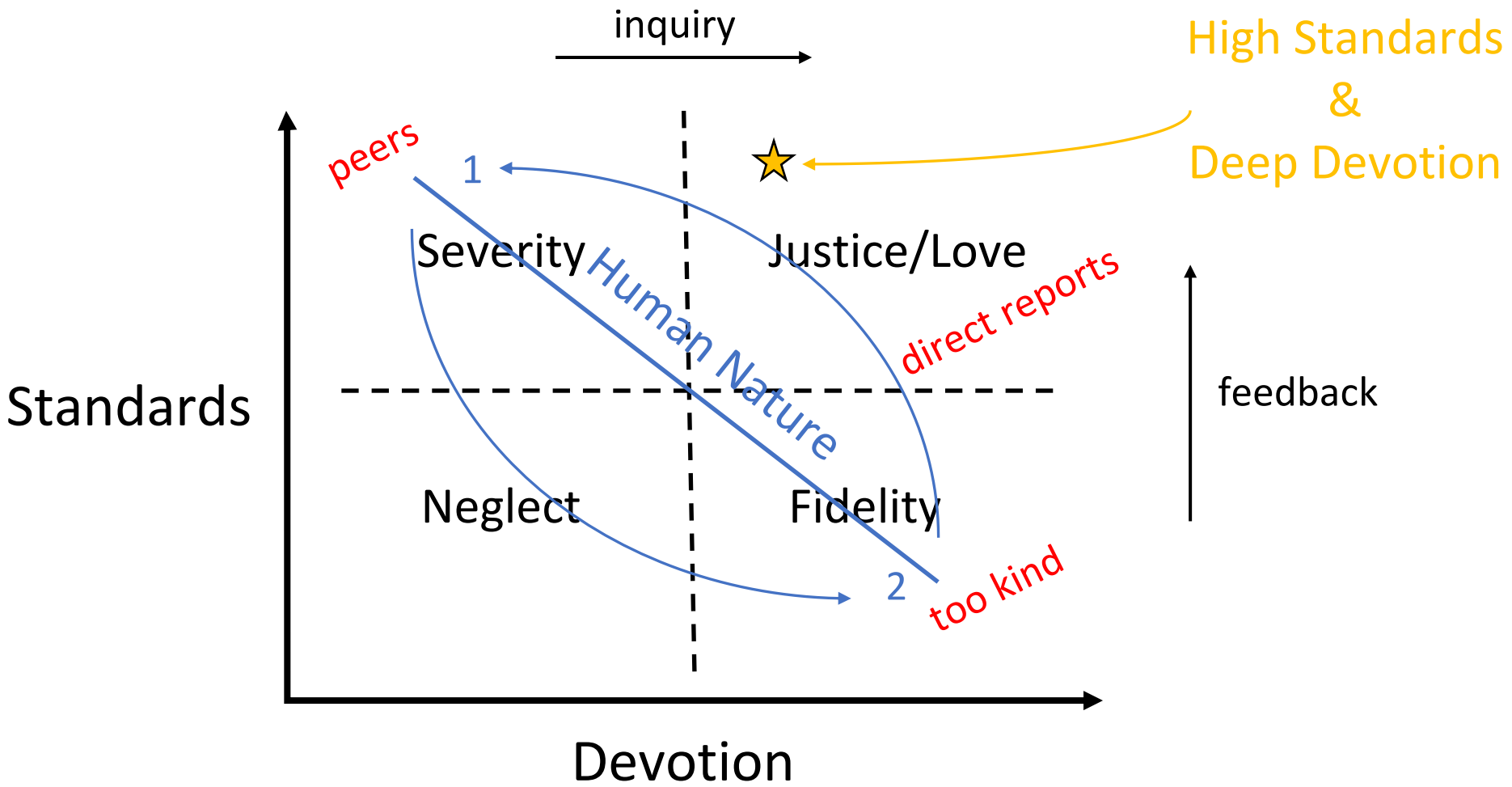
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The Standards-Devotion Matrix



The Standards-Devotion Matrix



A Word on Inquiry

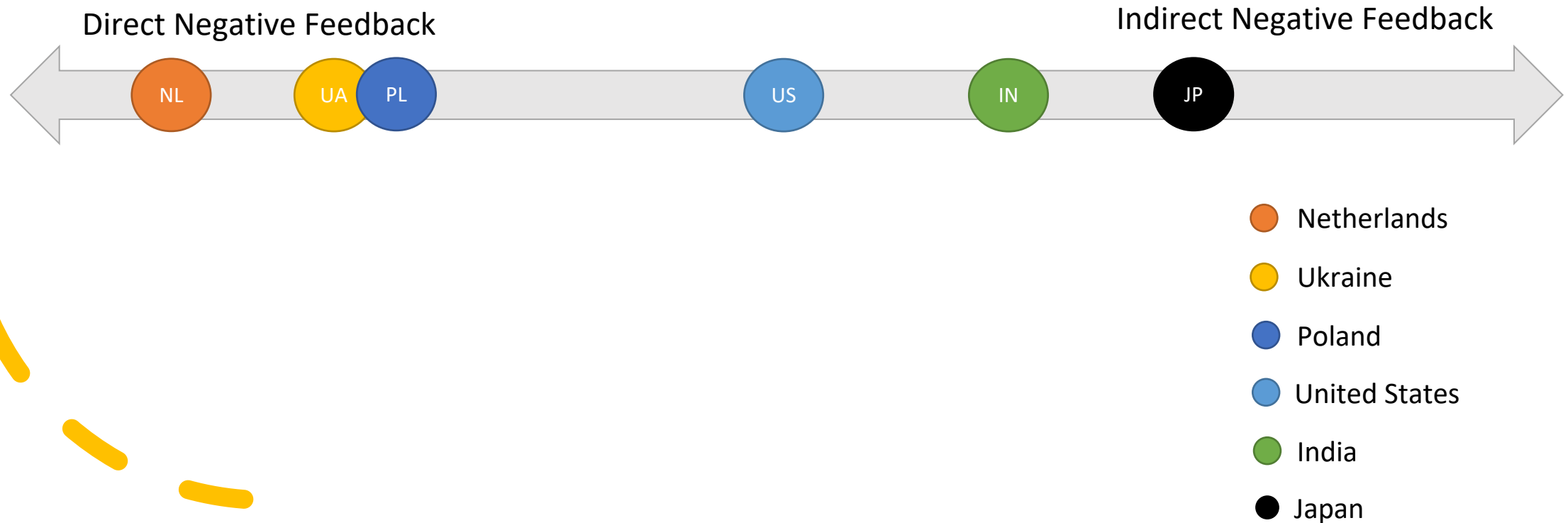
- Reveal your devotion
 - How can I help you be the most successful/best self?
 - How can I provide more opportunity for you?

A Word on Inquiry

- Reveal your devotion
 - How can I help you be the most successful/best self?
 - How can I provide more opportunity for you?
- The currency of love is attention

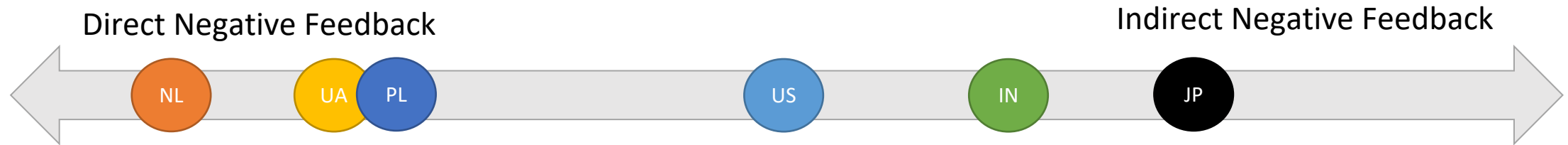
Feedback in Different Cultures

- Direct negative feedback: Poland, Ukraine, France, Netherlands...
- Indirect negative feedback: USA, India, Japan...



Feedback in Different Cultures

- Direct negative feedback: Poland, Ukraine, France, Netherlands...
- Indirect negative feedback: USA, India, Japan...



- Netherlands
- Ukraine
- Poland
- United States
- India
- Japan

...let's reframe this 😊



The Art of Feedback

Positive Reinforcement

Constructive Advice



The Art of Feedback

Positive Reinforcement

- “Do more of this”

Constructive Advice

- “Do this a little differently”

The Art of Feedback

Positive Reinforcement

- “Do more of this”
- 12 seconds is sufficient

Constructive Advice

- “Do this a little differently”
- At most 10 seconds

The Art of Feedback

Positive Reinforcement

- “Do more of this”
- 12 seconds is sufficient
- Specific & Sincere

Constructive Advice

- “Do this a little differently”
- At most 10 seconds
- Specific & Non-Judgemental



The Art of Feedback

Positive Reinforcement

- “Do more of this”
- 12 seconds is sufficient
- Specific & Sincere
- Give all the time

Constructive Advice

- “Do this a little differently”
- At most 10 seconds
- Specific & Non-Judgemental
- Give ASAP





The Art of Feedback

Positive Reinforcement

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- Give all the time

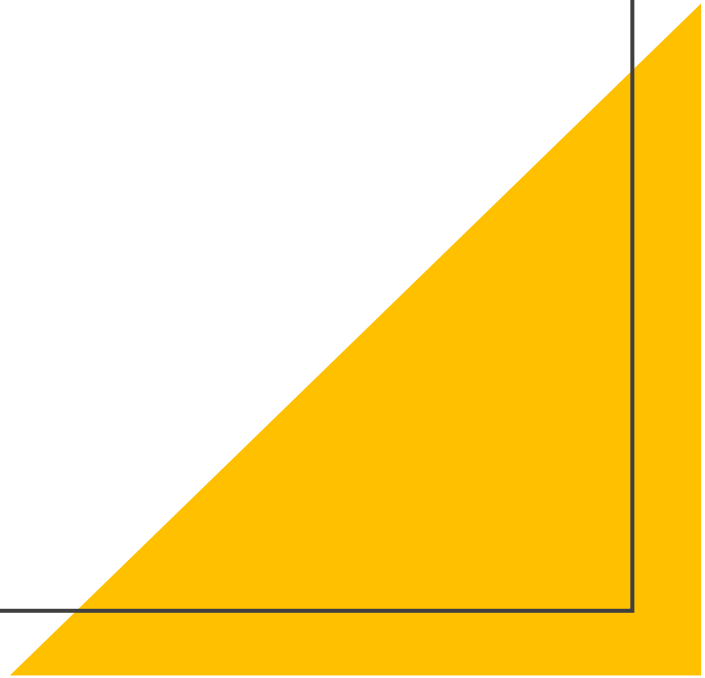
Constructive Advice

- “Do this a little differently”
- At most 10 seconds
- Specific & Non-Judgemental
- Give ASAP

5 : 1

Summary

- The Standards-Devotion Matrix
- Inquiry and Feedback
- Being mindful about cultural differences
- Positive Reinforcement and Constructive Advice



Homework

1. Where is the default for you on the Standard-Devotion Matrix?
 - Find yourself in all categories – with whom you are in which quadrants.



Homework

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 - Find yourself in all categories – with whom you are in which quadrants.
2. Reveal your devotion!



Homework

1. Where is the default for you on the Standard-Devotion Matrix?
 - Find yourself in all categories – with whom you are in which quadrants.
2. Reveal your devotion!
3. Practice giving Constructive Advice!
 - "I'm going to practice this – please, help me practice."

Sources

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1. “Unleashed” by Frances Frei and Anne Morris
2. “Memorable deeds and sayings” by Valerius Maximus
3. “The Culture Map” by Erin Meyer

Additional reading: “Feedback Fallacy” by Marcus Buckingham

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