Soliciting Feedback: Up, Down, and Sideways
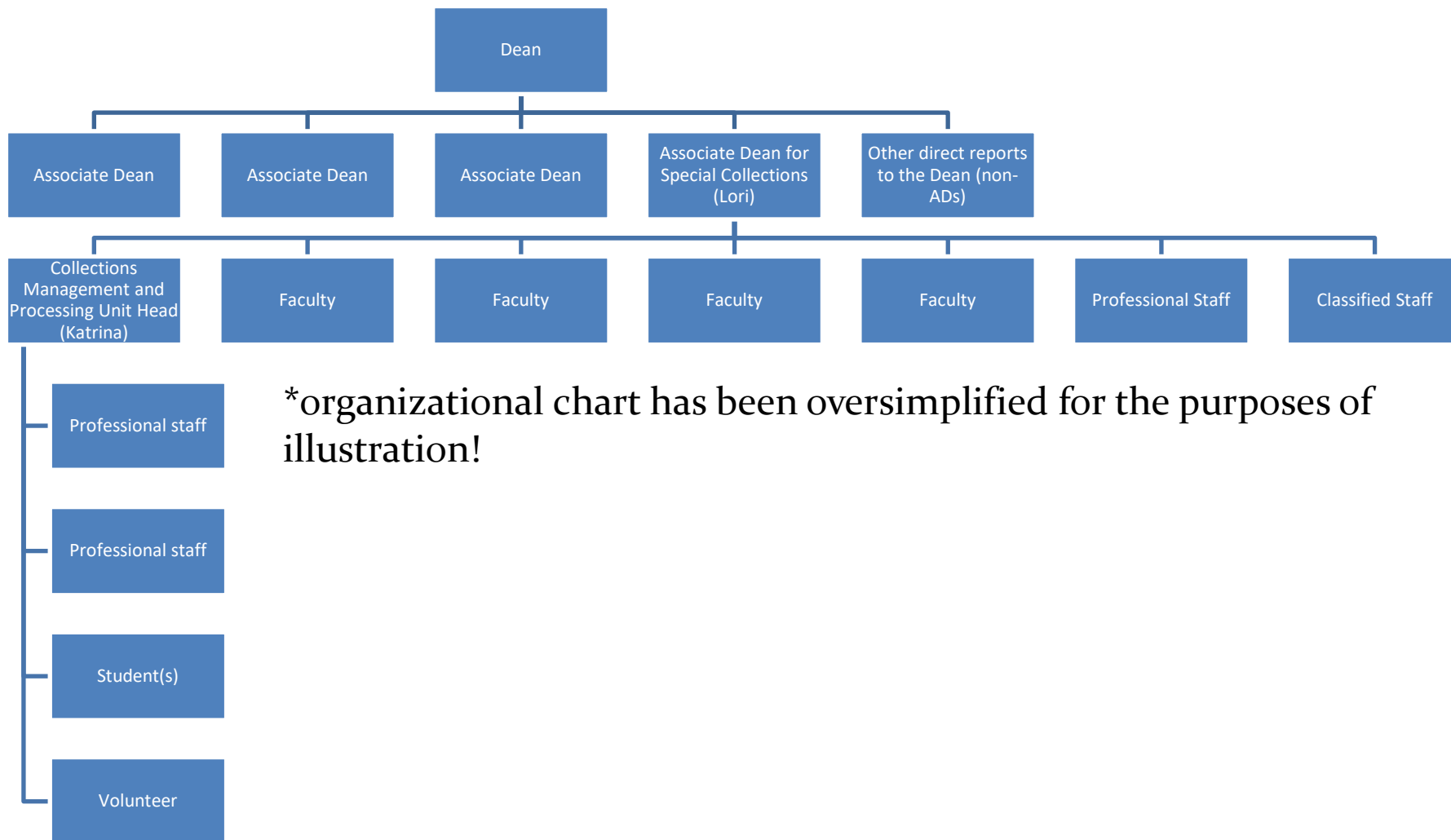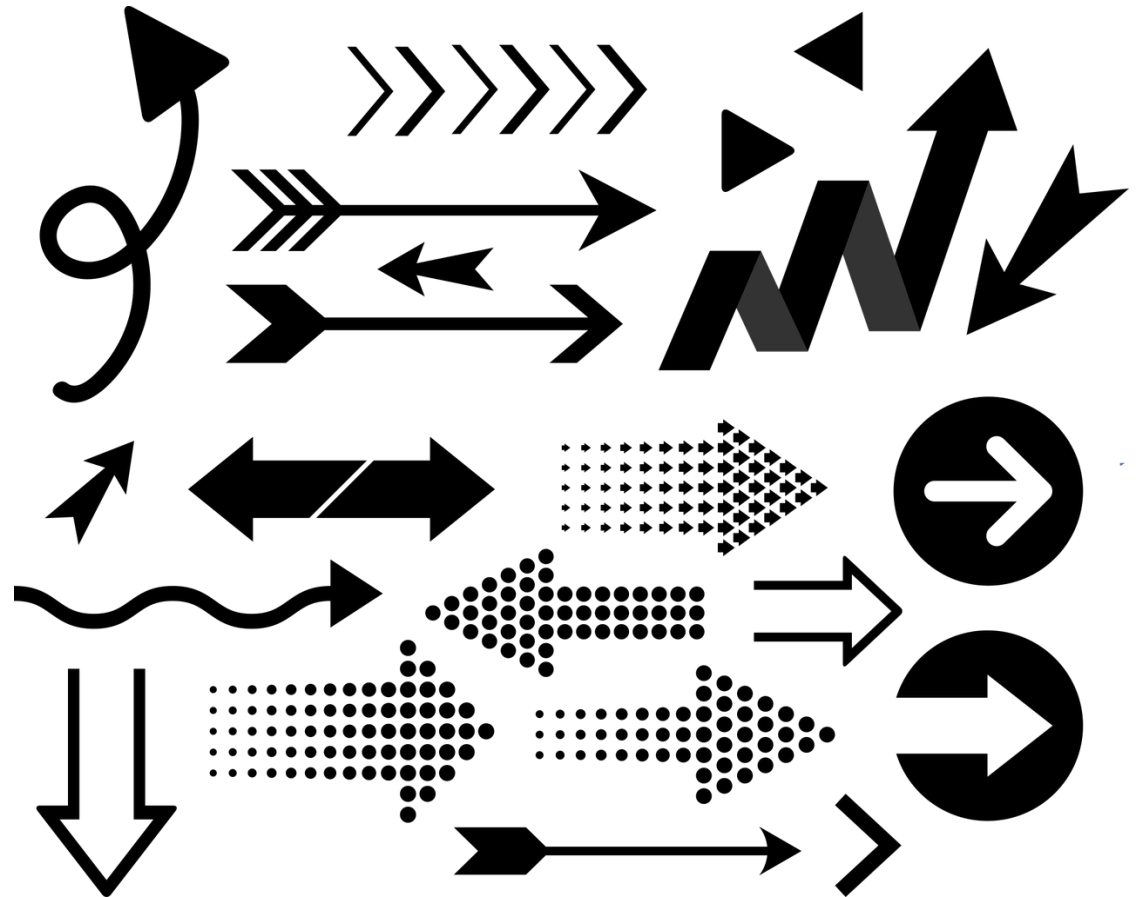
Lori Birrell

Katrina Windon

Questions We'll Explore Together

- How can I create a feedback culture?
- When is it useful/beneficial to ask for feedback?
- How do I invite and respond to feedback?
- What might a successful feedback conversation sound like?
- TBD: Bring your own questions to the Q&A!

Who We Are
and
Where We're Coming From

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                                    ┌──────────┐
                                    │   Dean   │
                                    └─────┬────┘
        ┌─────────────┬─────────────┬─────┴───────────┬──────────────────┐
┌───────────────┐┌───────────────┐┌───────────────┐┌───────────────┐┌───────────────┐
│ Associate Dean ││ Associate Dean ││ Associate Dean ││ Associate Dean ││ Other direct   │
│                ││                ││                ││ for Special    ││ reports to the │
│                ││                ││                ││ Collections    ││ Dean (non-     │
│                ││                ││                ││ (Lori)         ││ ADs)           │
└───────┬────────┘└───────────────┘└───────────────┘└───────┬────────┘└───────────────┘
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| Collections Management and Processing Unit Head (Katrina) | Faculty | Faculty | Faculty | Faculty | Professional Staff | Classified Staff |

- Professional staff
- Professional staff
- Student(s)
- Volunteer

*organizational chart has been oversimplified for the purposes of illustration!

WHY SEEK OUT MULTIDIRECTIONAL FEEDBACK?

Creating a Feedback Culture

Photo by Alice Dietrich on Unsplash.com
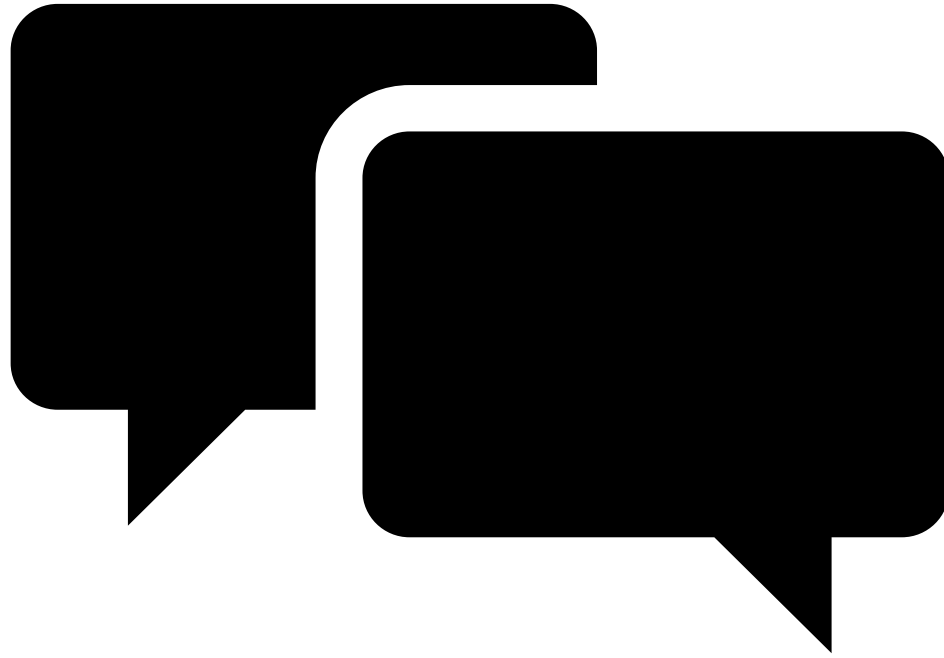
No Born Superheroes

Photo by TK Hammonds on Unsplash.com
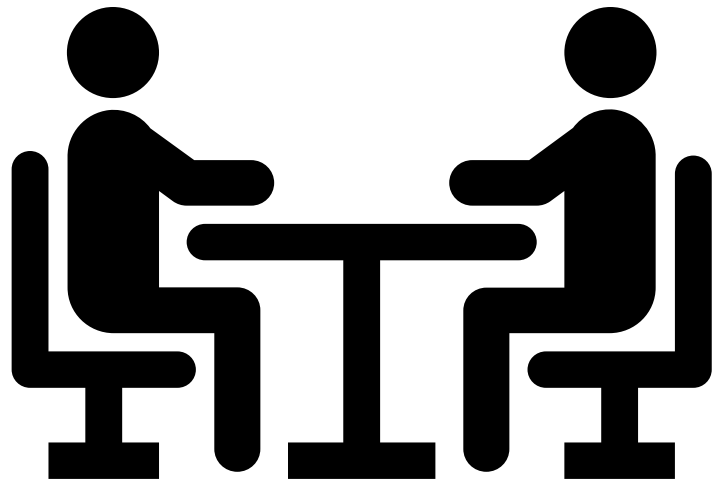
Growth Mindset

Photo by Brandon Green on Unsplash.com
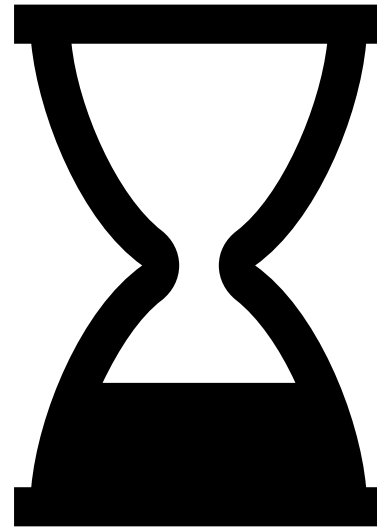
WHEN IS IT USEFUL/BENEFICIAL TO ASK FOR FEEDBACK?

Some (non-comprehensive!) Considerations When Deciding How to Invite Feedback

- Power dynamics
- Identifiability
- Actionability
- Equity

Staging a feedback session:

TIMING

Staging a feedback session

LOCATION

GROUND RULES AND SHARED EXPECTATIONS

Staging a feedback session

MENTAL PREPAREDNESS

Inviting Feedback

Photo by Markus Winkler on Unsplash.com

Considerations

Photo by Dillon Winspear on Unsplash.com
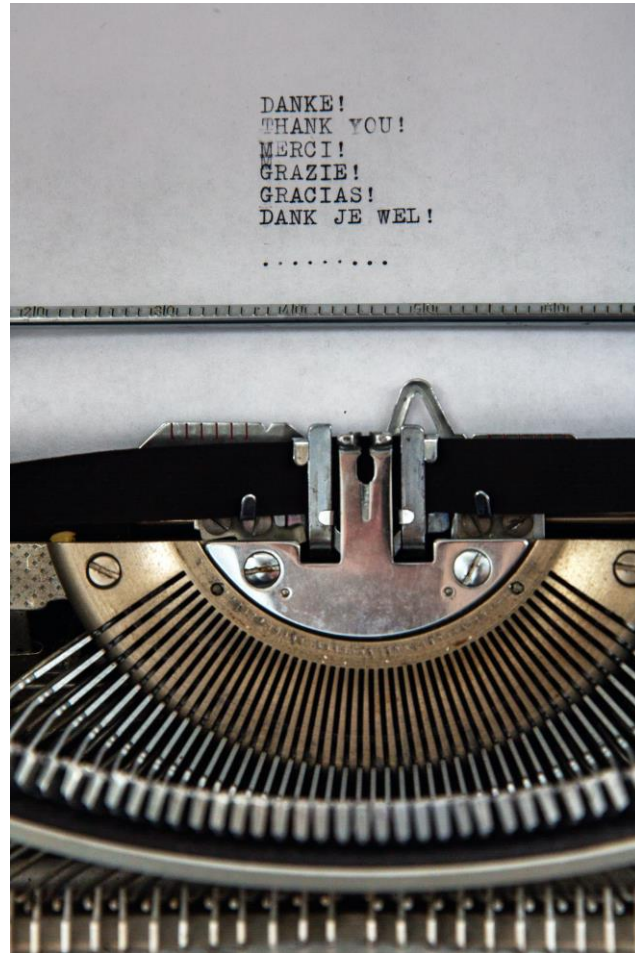
Responding to Feedback

Photo by Wilhelm Gunkel on Unsplash.com

The Unexpected

Photo by Andre Hunter on Unsplash.com
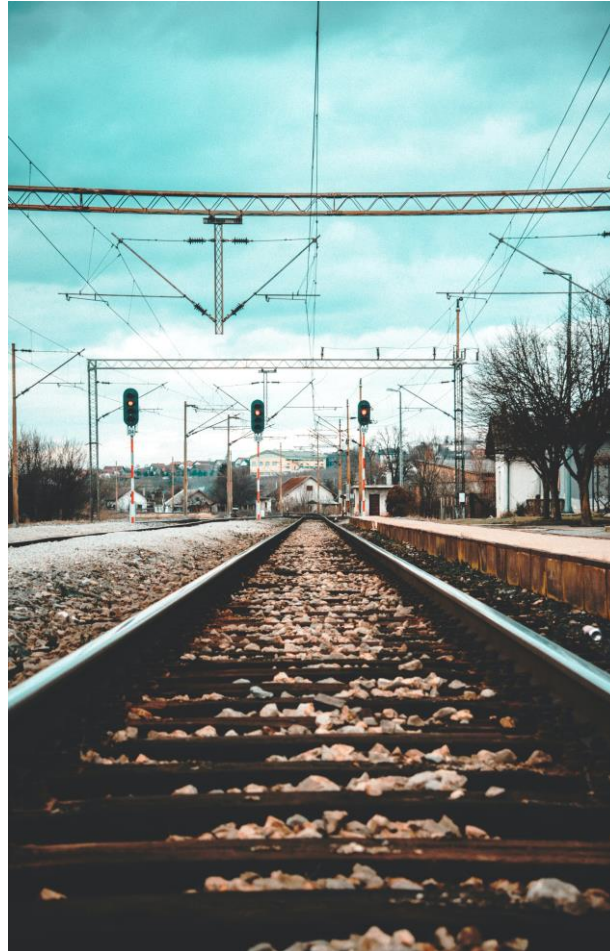
When Things Go Off-Track

Photo by Sven Kucinic on Unsplash.com

After Feedback

Photo by Brett Jordan on Unsplash.com

Demonstration of a Feedback Session

Lori: Giving feedback

Katrina: Soliciting feedback

Demo Analysis

- Asked something specific
- Thanked the person giving feedback
- Asked for example to clarify
- Acknowledged actions feedback recipient can take

Q&A

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