

Leading Others Module 6 • Providing Feedback (Pages 129-152)

Character: Gentleness (130-133)

Gentleness can be defined as the quality of being kind, tender, or mild mannered. It can also be viewed as the trait of responding to others with emotional and relational intelligence.

When a leader demonstrates gentleness it creates a spirit of openness to those they are leading. It breeds trust, says 'I am not someone who will harm you'.

Read Colossians 3:12. What makes gentleness distinct from the other qualities listed in this verse? What does gentleness have in common with those qualities? What is an opportunity you have this week to be gentle with someone? To whom do you need to apologize for not being gentle the last time you communicated with them?

Competency: Providing Feedback Pre Assessment (134)

Rate yourself in the following proficiencies.
10 being an expert, 1 being totally unfamiliar

- Communicate regularly with your team regarding their performance _____
- Provide positive feedback that shapes the spirit and skills of an individual _____
- Provide constructive feedback in a way that is received and produces a response from the individual receiving it _____
- Give feedback in a prompt manner _____
- Model receiving feedback well _____

Feedback is Your Friend (135-139)

The Bible teaches that to give feedback is to help someone grow in wisdom-to learn to think on their own, make good decisions, and do things the most skillful way. However, the way we give feedback can be either helpful or harmful. Do you have a story of helpful or harmful feedback?

By far, the biggest mistake you can make is failing to communicate! We need to have a culture of feedback.

The Four Types of Feedback (139-141)

- 1. Encouragement.** Most of what your team is doing will be done correctly, and the feedback will be positive reinforcement.
- 2. Redirection.** Often, failing is linked to a lack of skill or knowledge rather than defiance. Redirection can be a helpful tool for coaching and improving performance.
- 3. Stretch.** Consider the person's potential, their gifts/passions/dreams and help them grow to that level. This type of feedback communicates confidence in who you are leading.
- 4. Reprimand.** Be prompt, specific, and own your own feelings, don't judge their heart. Communicate that you value them. Get help and wisdom before you approach a situation.

How to Deliver Feedback Effectively (142-147)

- **Be Humble.** Realize that you as a leader have much to learn. Put feedback from your team into practice. Humility builds trust!
- **Be Prompt.** Give feedback at the earliest opportunity possible.
- **Be Straightforward.** Don't waste time, especially when giving constructive feedback.
- **Be Collaborative.** Feedback needs to be a two way conversation. Don't waste an opportunity to learn.
- **Be Specific.** Vague feedback will usually be interpreted negatively.
- **Be Caring.** The way that you deliver your feedback is just as important as the content you give.

In what areas are you great giving feedback? What areas do you have room for growth? How will you give feedback to your team this week?

Be sure to read 'Leading Others' chapter 6 for completion of the module.