



A Flippen Group Solution

Accelerate the Relational Staff Development Your Campus Deserves

FEEDBACK MODULE

Facilitator Guide

Feedback is the Breakfast of Champions. Unwrap the valuable gift of feedback and overcome personal constraints.

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Campus Insights Facilitator Guide

Facilitator Instructions

Welcome to the facilitator guide for The Feedback Module. This document will help you facilitate group discussions surrounding various insights into The Feedback Module. There are three videos in this module: Feedback and Feedforward, The Pitfalls of Receiving Feedback, and The Feedback Tree. Some administrators watch the videos consecutively with their campus staff, while others show one video at a time during faculty meetings; either way results in effective staff development!

This guide includes specific activities for your group following the videos. None of the activities require lengthy preparation, so use them freely. Each activity includes instructions and group discussion questions, along with summary points to wrap up the activity. The activities reinforce key conflict concepts, allow for interactive discussions, and foster self-discovery within groups.

Activity 1 | Feedback and Feedforward

Session Overview

Ask participants to use the accompanying Feedback and Feedforward Participant Guide to take notes during the video. In addition to the powerful content of the video, intentional strategies to connect your group through small group and partner activities are provided and highly recommended.

After leading a group discussion:

- Ask participants to complete the Personal Growth Plan in their Participant Guide. Allow about 4 minutes for them to complete this.
- Allow them to share with their table group the two areas in which they want to grow. Allow 5-6 minutes for table sharing, and then ask a few people to report to the group. Affirm their responses.
- Ask participants to determine an accountability partner to give them effective and timely feedback.

Discussion Questions:

- What does “Breakfast of Champions” mean?
- Why do you think people don’t give effective feedback?
- How could having an accountability partner benefit you in overcoming your constraints?
- What is the purpose of feedforward?
- How could the concepts of feedback and feedforward impact our campus culture?

Summary Points for Facilitator to Make:

- Personal constraints aren’t just personal. My constraints impact others around me.
- We can’t grow alone. We can’t grow without feedback and accountability.
- Effective feedback is timely, specific, and constructive.
- Feedforward is a catalyst for becoming better in the future.

Feedback and Feedforward

Facilitator Guide

Feedback and feedforward are the breakfast of champions.

Constraint is anything that holds you or your colleagues back.

Breaking constraints

- Know what you want to work on.
- Develop a plan of action.
- Go into deep practice. Put 10,000 hours into changing behavior.
- Get an accountability partner to give you feedback.

Aspects of Effective Feedback

1. Timely
2. Specific comments
3. Constructive

How would you define feedforward? _____
_____.

Personal Growth Plan

Take a moment to think of one area in your personal and professional life that you want to work on. For example: I need to work on listening better at home. My constraint is poor listening.

I need to work on: (poor listening)_____.

My accountability partner is: _____.

Activity 2 | Pitfalls of Receiving Feedback

Session Overview

In addition to the powerful content of the video, intentional strategies to connect your group through small group and partner activities are provided and highly recommended. After watching the video:

- Ask participants to get into groups of 3. Allow them 10 minutes to share the following with the group: "Tell about a time that you were given feedback and you did not respond positively. Why not? What could you have done differently?"
- Encourage a few people to share with the large group. Affirm their courage to share.

Discussion Questions

- What does it mean to be too self-critical?
- Why is it different receiving feedback from an authority figure?
- What are some of the ways people react to feedback when they are too self-critical?
- How does being stubborn impact a person's ability to receive feedback?
- How could these two pitfalls impact our team's effectiveness?
- How can being more open to feedback grow our leadership capacity?

Summary Points for Facilitator to Make

- Feedback is a gift.
- We can sound stubborn and defensive if we act on reflex, pointing out areas in which we disagree with feedback.
- Hanging on to past feedback and dwelling on it can be indicators that we are too self-critical. Feedback is just information.
- One thing that we can all do when receiving feedback is to say, "Thank you."

Activity 3 | The Feedback Tree

Session Overview:

Ask participants to use their Feedback Tree Participant Guide to take notes during the video.

Discussion Questions:

- Why do you think it is rare to receive feedback that is accurate and well-delivered?
- Why is it a “gift” to have people in our lives who give well-delivered, accurate feedback?
- What circumstances can make feedback poorly-delivered?
- How can we determine if we have a blind spot and what we think is inaccurate feedback is actually accurate?

Summary Points for Facilitator to Make:

- Feedback can either be accurate or inaccurate, well-delivered or poorly-delivered.
- When receiving feedback, it is our job to filter through it, decide if we can act on it or not, and not be thrown off by the delivery.
- The correct response to all feedback is just to say, “Thank you.”

This image shows a full page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, typical of notebook paper. There are no margins, text, or other markings on the page.



Meet Dr. Chris White

Director of Coaching and Development

With the unique combination of a Ph.D. in statistics and a heavy dose of personality and humor, Dr. White has the uncanny ability to make the complex simple and to teach and explain with contagious enthusiasm. This ability helped propel *The Flip Side*, a book he co-authored, to the *New York Times* and *USA Today* best-seller lists.

In over a decade at Flippen Group, Chris has worked with some of the most influential people and organizations worldwide, including college and professional teams and athletes, Fortune 500 executives, and top educators. As director of coaching and development, Chris directs Flippen Group's personal growth efforts and has taught and coached clients across the globe.

Flippen Group

Flippen Group was founded in 1990 by internationally known educator, *New York Times* and *USA Today* best-selling author, psychotherapist, executive coach, and leadership expert, Flip Flippen. We are one of the largest educator training companies and fastest-growing leadership development organizations in North America, with offices throughout the United States and in India.

Each year, thousands of educators and business leaders attend Flippen Group “hands-on” trainings and hundreds of thousands of people are challenged and inspired by our keynote presentations. On any given school day, Flippen education curricula and processes touch the lives of more than one million students in districts nationwide.

Clients include Fortune 500 companies, small businesses, professional athletes, major sports franchises, government agencies, non-profit groups, colleges, and school districts of every size and description. Flippen Group employs professionals across the nation, and Flippen executive coaches and training personnel come from backgrounds that enhance the delivery and value of the training experience.

The education training staff members are former educators, administrators, and teachers who implemented our processes firsthand in their own campus or classroom settings. The team understands the importance of a quality education, the value of a positive learning environment, and the significance of preparing the next generation for the world of work.

Our processes and trainings create a positive working environment and build cohesive team dynamics, the result being increases in productivity and retention.

Flippen Group has been highlighted on both local and national media outlets, including *The Today Show*, the *Super Bowl Pre-Game Show*, and Speed Channel's 24/7, among others.