

Three Feedback Models

Here are three simple feedback models to take away with you:

1. SIPP or Sincere, Incident Based, Positive and Personal
2. W3 or What worked well, What did not work well and what can we do differently?
3. SLC or Success, Learn, Change

1. SIPP for celebrating success.

SIPP stands for: **Sincere**, **Incident** based, **Person** focused and **Positive**. A person learns from their mistakes but **grows** from their successes. This is a model to provide positive feedback.

Try this with your team if you want to develop them. Get them to sit in a circle. Set the context as practising giving feedback and sharing SIPP. Ask questions about how to recognise if someone is being sincere e.g. open body language, eye contact. Explain incident based feedback: it needs to be specific. Give examples, focus on the positive qualities, and for example make it personal by talking to the person using their name. Finally confirm the giver and receiver are to look at each other without desks, files etc. in the way. The receiver can only say thank you.

Now allow the team time to capture positive feedback about each person on the team. Select a person to start receiving feedback from colleagues and ask someone to make a note of it. Then go around the circle giving each person the chance to give feedback along the lines of "What I like about you is..." If anyone begins to give negative feedback remind them it is positive only. Likewise if the receiver starts to say anything but 'thank you' remind them they can only say 'thank you'. My experience of running this exercise is that it is incredibly building and rewarding for all of the team if it is set up effectively.

2. A team review tool: W3

- **W1:** What worked well?
- **W2:** What did not work well?
- **W3:** What could we do differently next time?

Set the reviewing context e.g. a product launch, a meeting, a customer review. Ask the team to think about it and then write down 10 things that worked well, 5 things that didn't and 5 things that could be done differently next time.

Ask each person to highlight their top 2 things that worked well, their top 1 that didn't and their top 1 to do differently. Invite everyone in turn to share their top strengths and capture them. Then do the same for what did not work well and capture this and finally do the same for the top do differently.

Typically organisations start with “what did not work well” or blame storming as I call it. The advantage of using this process is that you allow introverts time to think things through and extraverts to quietly reflect before talking things through. You ensure best practise is captured and also people are motivated to change because they have come up with the ideas. Mostly people know what didn't work well so this avoids a situation where you, as their manager, appear to be blaming. It also ensures people are positively motivated to change and don't lose sight of all the good things they did achieve and want to repeat.

3. SLC: Success, Learn, Change

If you then want to add further focus to the review you can also use SLC. This can be done independently or after a W3 review has taken place. SLC stands for **Success, Learn, and Change**.

As with What Worked Well you can set this up individually so that people capture top 5 personal successes, top 2 learns and top 1 change. As before this gives people a chance to talk about their successes, highlight their learning and to pick one thing that could most improve or change their performance next time.

The benefit of this model is its clarity and simplicity. By focusing on a few things we have a greater chance of implementing them and achieving change in the future. When we have a long list of things to do differently my experience is that I and others often lose sight of the one or two that would have made a real difference.