

ALDO D'AQUINO

The
FEEDBACK
loop

Building a culture of growth and improvement

TECH LEAD AT BENDING SPOONS

a little
ABOUT ME

I'm a passionate T-shaped engineer fueled by curiosity and a zest for challenges. I'm naturally positive-minded, enjoy mentoring, and advocate for honest feedback.

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Let's know each other!



Why is feedback important?



Giving valuable feedback is core in people's growth



It's a win for everyone



By giving feedback you receive feedback in return

A good
FEEDBACK is...

Private



Empathic



Contextualized



Encouraging

Concrete



Clear



Example-driven

Actionable



Timely



Tailored



Common
MISTAKES

Underestimate positive feedback

Use it to strengthen and improve weaker performance areas



It increases motivation



A positive feedback reassures the receiver



Sugarcoating negative feedback

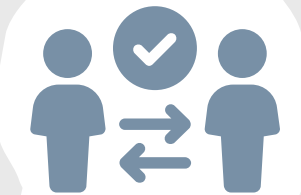


Can lead to confusion or misinterpretation



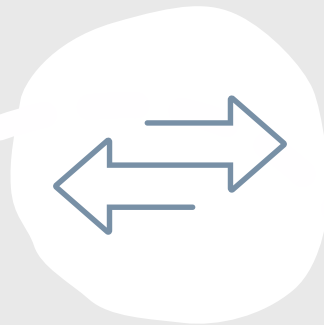
It undermines the feedback's purpose

Be respectful but direct



Not being open to feedback

Giving feedback is a two-way process



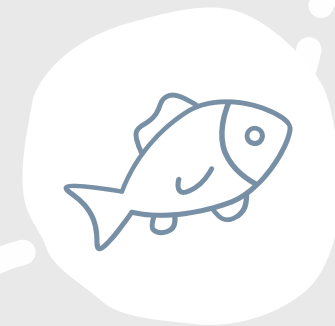
It encourages a collaborative environment



Overstepping



Give a man a fish, you feed him for a day. Teach a man to fish and you'll feed him for a lifetime.



Micromanaging

You empower people
by delegating tasks



You set clear
expectation

You foster a culture of trust
and accountability



Mistaking feedback for retrospectives





ONE *on* ONES



Why?

Periodic one-on-ones help building a **relationship**, creating an atmosphere of **trust** between you and the rest of your team. They are great periodic occasions to **exchange feedback**



What to talk about?

- How's going? Start by **breaking the ice**
- What's new? Ask about **progresses** at what they have worked on recently
- Ask if they feel they are **growing**, and about their career desire

- Ask if they are **happy** with the team and with the tasks they're working on
- Provide your **feedback** and ask for some about you
- It's okay to **cut** a one-on-one short, skip it, or just **chit chat** a little every now and then

last TIPS



Reharsing before an important communication

Asking feedback on the feedback



last **TIPS**



Note down small things

Prepare one-on-ones



Further READS

- **The Manager's Handbook**
- **Taking feedback well**
- **Radical candor**
- **Retrospectives and Postmortems in Google**
- **The Coaching Habit**, by Michael Bungay Stanier



You can find the slides on ald.ooo