

Giving Effective Feedback & Accountability

Building Trust Through Honest Conversations

The **Carole Robertson Center SEED Conference**



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Leadership Reflection & Action Guide

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Welcome & Learning Outcomes

Welcome! Use this workbook throughout today's session to record reflections, discussion notes, action plans, and leadership insights. The following pages are designed to help you transfer today's learning into conversations that build trust, strengthen accountability, and inspire growth.

We will learn to:

- ☐ Build trust through feedback
- ☐ Balance empathy with accountability
- ☐ Deliver feedback that inspires growth
- ☐ Receive feedback professionally
- ☐ Create follow-through that leads to improvement

Individual Reflection

Slide 4 - The Power of Meaningful Feedback

Think about the most valuable feedback you have ever received.

Not necessarily the easiest...

The feedback that challenged you...

The feedback that helped you grow...

The feedback that changed the way you lead.

Reflect

1	2	3

Partner Discussion

Discuss with a partner.

- What made the feedback memorable?
- Why was it easy—or perhaps difficult—to receive?
- What did that leader do that helped you grow?

Leadership Insight

As you listen, write down one idea you want to remember.

People often remember how feedback made them feel long after they've forgotten the exact words.

Table Reflection

Slide 10 - Building Trust Through Feedback: Creating Psychological Safety

1

What does psychological safety look like?

Think about a leader who made you feel psychologically safe. What did they do?

2

How do YOU create psychological safety for others?

3

Where is one opportunity to strengthen psychological safety?



Leadership Reminder

Great leaders balance ❤️ Empathy AND 📊 Accountability

Slide 12 - The Feedback Conversation Toolkit: Before the Conversation

Ask yourself: ✓ What behavior did I observe? ✓ What impact did it have? ✓ What outcome do I want?

The Feedback Conversation Framework

1

OBSERVE

Focus on facts. What happened?

2

DESCRIBE

Explain the impact. Why does it matter?

3

DISCUSS

Lead with curiosity. Helpful questions: Help me understand... Tell me more... What happened?

4

SUPPORT

Work together. What support is needed? What does success look like? When will we follow up?

Feedback Checklist

Before every conversation ask yourself:

☐ Am I respectful?	☐ Am I curious?	☐ Am I specific?
☐ Am I focused on growth?	☐ Have I planned follow-up?	

Pair and Share

Slide 15 - Practice & Personal Reflection: Feedback Makeover

Choose one example from the scenario cards. How would you improve the feedback?

Original Feedback	Better Feedback

Receiving Feedback

When someone gives me feedback...How can I improve?

- | | | |
|----------------------------------|----------------------------------|----------------------------------|
| ☐ Listen | ☐ Clarify | ☐ Reflect |
| ☐ Respond | ☐ Grow | |

Which of these five are most challenging for you?

Personal Reflection

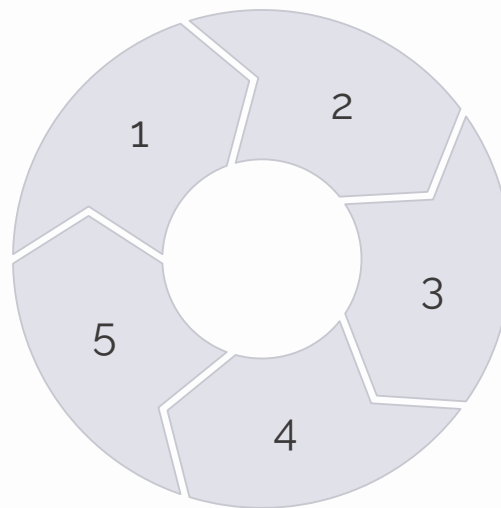
Slide 18 - Planning My Next Conversation

One Conversation I've Been Avoiding...

1	Why have I been avoiding it?
2	What has made it difficult?
3	What might happen if the conversation continues to be delayed?

OBSERVE
What behavior have I observed?
Stick to the facts.

FOLLOW THROUGH
What happens after the conversation?



DESCRIBE

What impact has it had? On the work? The team? The Individual? Be specific.

DISCUSS

How will I begin? Remember... lead with curiosity. "I've noticed..." "Help me understand..."

SUPPORT

How will I balance empathy and accountability? What support will you offer?

Action Plan

Check-In Date

My Leadership Commitments

Beginning Tomorrow...

1

The first conversation I will have is...

2

One leadership behavior I will intentionally practice is...

3

One idea I am taking away from today's workshop is...

4

One commitment I am making to myself is...

Feedback isn't about finding fault. It's about helping people grow.

People deserve both:



Empathy



Accountability