

















Feedback for Success Goal: Commitment vs. Compliance				
Options & Actions ↑	Generate Options		Determine Actions	
	"What are your ideas for what would work?" "What else?" "Can I throw in some ideas?" "What would work best? Why?"		"What are the steps?" "First steps?" "When will you take them?" "What do you need from me?"	
Give, Receive & Confirm ↑	Give	Request	Receive	Confirm
	<ul style="list-style-type: none"> • Respectful and balanced (+,-) • Facts first, then gut • 2-way "I am seeing/hearing/feeling _____ and I wanted to check in with you. I believe that this situation will impact our success by _____." "I want to get your views on this and think about how we can 'do more of that' or move this in a positive direction." "Your thoughts?"	"You believe _____" "I agree with you on _____ I don't agree with your views on _____" My perception of the situation is _____	<ul style="list-style-type: none"> • Receive with an open mind • Repeat back for understanding • Respond back with your thoughts "We agree on _____" "We disagree on _____" "What does success look like?"	<ul style="list-style-type: none"> • Agrees • Disagrees • Define Success
Foundation ↑	We all Win	No Surprises	Help, not Harm	Give and Receive
	Do the right thing for Mascaro and the individual	Frequent, robust dialogue	Check defensiveness at the door	Give thoughtfully, listen fully, respond collaboratively
Our Values: Health & Wellbeing of our employees		Honesty & Integrity		
Professionalism		Entrepreneurial Ethic	Commitment to Excellence	Teamwork

Three Success Factors



Drive It "Top-Down"



Focus on Measurable Results



Interactive, Engaging Material



Lessons Learned



Feedback on the Feedback Workshop

"After over 25 years in the field even I admit that getting fresh ideas on how to learn to listen better and how to be more aware of where the other person could be coming from is valuable to increasing our overall efficiency and productivity."

"Good job on keeping the subject interesting with multiple trainers. It was good to see our senior management teaching this class because it shows that they believe it. If they walk the talk so will we!"

"The delivery of this made it one of the best training programs I've ever been to. The role playing by the instructors and the interactive group work made it a really fun way to learn some relevant new skills for work and home."

"I liked the energetic pace and all of the group activities. Using my own current people problems for the role plays helped me apply the concepts in a way that will work for me in real life."


