



To Lisa Keane  
From Rex Gatto, Ph.D.  
Re Feedback Webinar

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### Overview

Feedback, a key to firm success, ensures people are in an ongoing growth and developmental process. Feedback creates an ongoing developmental focus on skills development, behaviors and needed technical knowledge. Performance feedback is the process that is needed to develop the next generation of leaders.

#### 2. Performance Feedback

- Defining the metrics for performance factors
- Create firm consistency through a common performance language

#### 3. Create Firm Consistency

- Clear understanding of expectations
- Behavioral actions
- Defining the level of performance

#### 4. Candid Feedback

- Creating a mechanism for supporting effectiveness
- Identify the skills needed to accomplish individual and firm wide goals

#### 5. Feedback

- Identifying the level of functional performance
- Identifying the right actions
- Develop future leaders

#### 6. SMART Goals

- Specific, Measureable, Actions, Realistic and Time bound

#### 7. FOCUS

- Focus on issues



- Opportunities
- Care
- Unconditional acceptance
- Strengths

8. Feedback environment:

- Climate
- Input
- Support
- Feedback

9. Self development

- Ten Skills

10. Culture

- What is the firm's culture and why?
- Who are the role models?

11. Action plan based on the feedback

12. How are you developing your plan?

- You are going through a developmental feedback process; challenge yourself
- To be the best version of a leader that you can

13. MOTIVATION through performance feedback - phases

- Why people are motivated
- Feedback praise and reprimand

14. OARS

(Open ended questions, Affirm the goal, Reflect best/worst and Strengths)

15. Summary