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Magnifi Training Services

Our vision is to educate and inspire business and community leaders by providing leadership tools to positively influence their workplace.

About Magnifi

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FULL-SERVICE COMMUNITY CREDIT UNION

We're member-owned so our profits go back to you delivering better rates, fewer fees, and smarter savings.

Whether it's checking accounts, home loans, digital tools, or investment and retirement planning, we're your one-stop shop for all your personal and business financial needs.

Backed with personalized support, member-focused reinvestment, and a proven record of excellence, Magnifi is the smart financial choice.

86
YEARS IN BUSINESS
founded in 1939 and one of the longest-standing credit unions in Minnesota

85,000+
MEMBERS
trust us with their finances making us one of the largest credit unions in Minnesota

25+
BRANCH LOCATIONS
stretching from Fargo to the Twin Cities

Magnifi Financial is committed to its core values of building up our shared communities and providing financial solutions that are easy and simple.

Providing 3 Essentials
We provide food, shelter and clothing to those in need, with over 1 million pounds of food donated to date.

Employee Volunteering
Employees volunteer approximately 4,000 hours in total each year to get involved in their communities.

Magnifi Financial Foundation®
The Magnifi Financial Foundation has funded over $160,000 to initiatives that better our communities.

Feedback Definition

Information shared
with another person or
group for the purpose
of improving results
and/or relationships.

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WHY
IS FEEDBACK IMPORTANT

Feedback is the oil that keeps the engine running.
Feedback is fundamental to self-development.
Feedback promotes clarity and alignment
Feedback is source for learning and growing.
Feedback is essential for career development
Feedback is a two-way conversation.
Feedback is a tool to discuss behaviors
Feedback inspires dialogue.
Feedback is about YOU not me.
Feedback promotes engagement.
Feedback fills the void of ambiguity.
Feedback is the heart of motivation.
Feedback intent is to help.
Feedback shows you care.

GIVE FEEDBACK WITH HEART!

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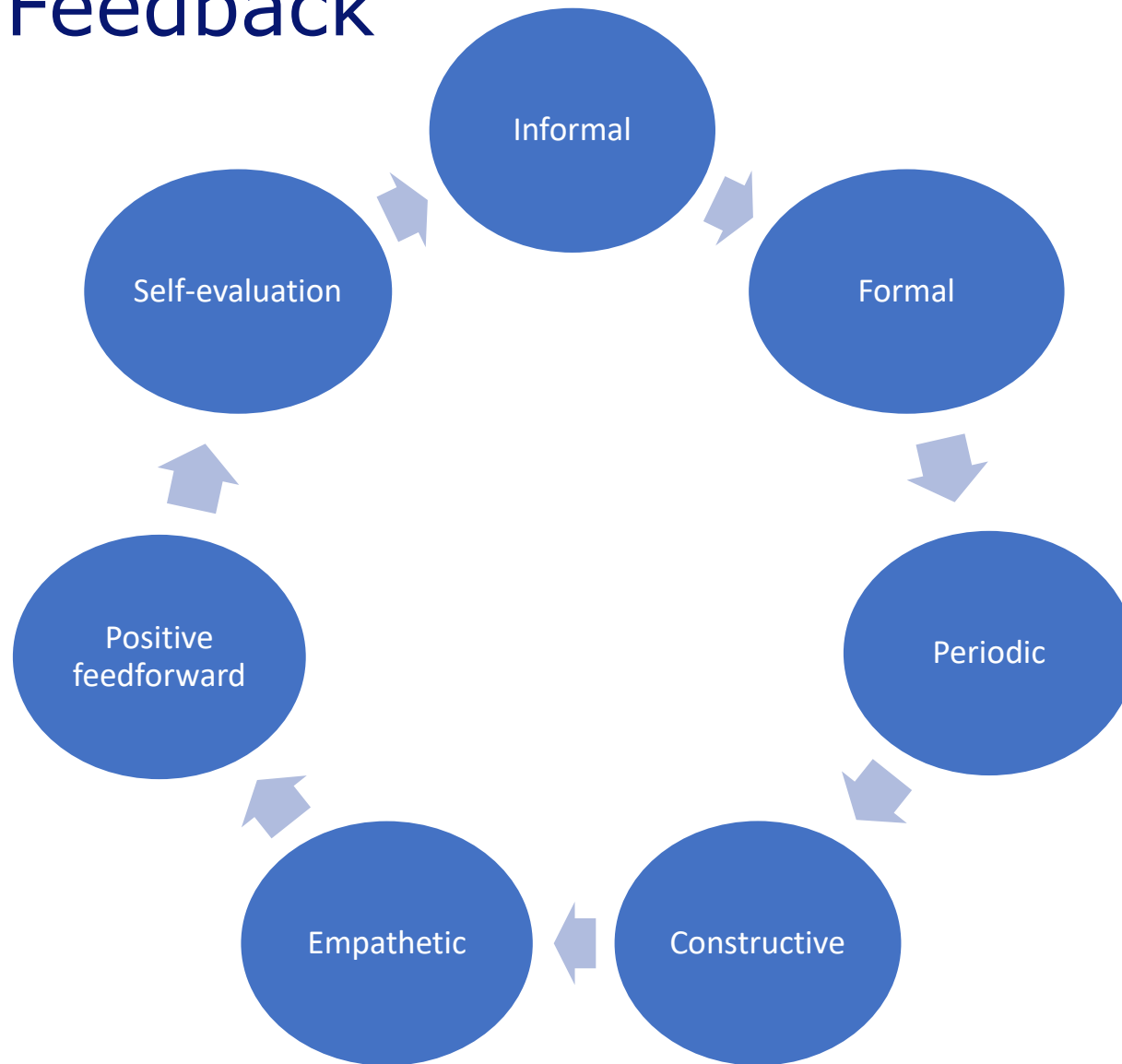FINANCIAL

Feedback Essentials

The Feedback Mindset
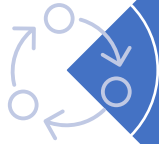
Types of Feedback

Feedback Models

Feedback Practice Steps

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Types of Feedback

Activity

Team A: Brainstorm as many reasons as possible that would make you reluctant to give feedback to someone.

Team B: Brainstorm as many things as possible that feedback will help you accomplish. What can feedback help you do?
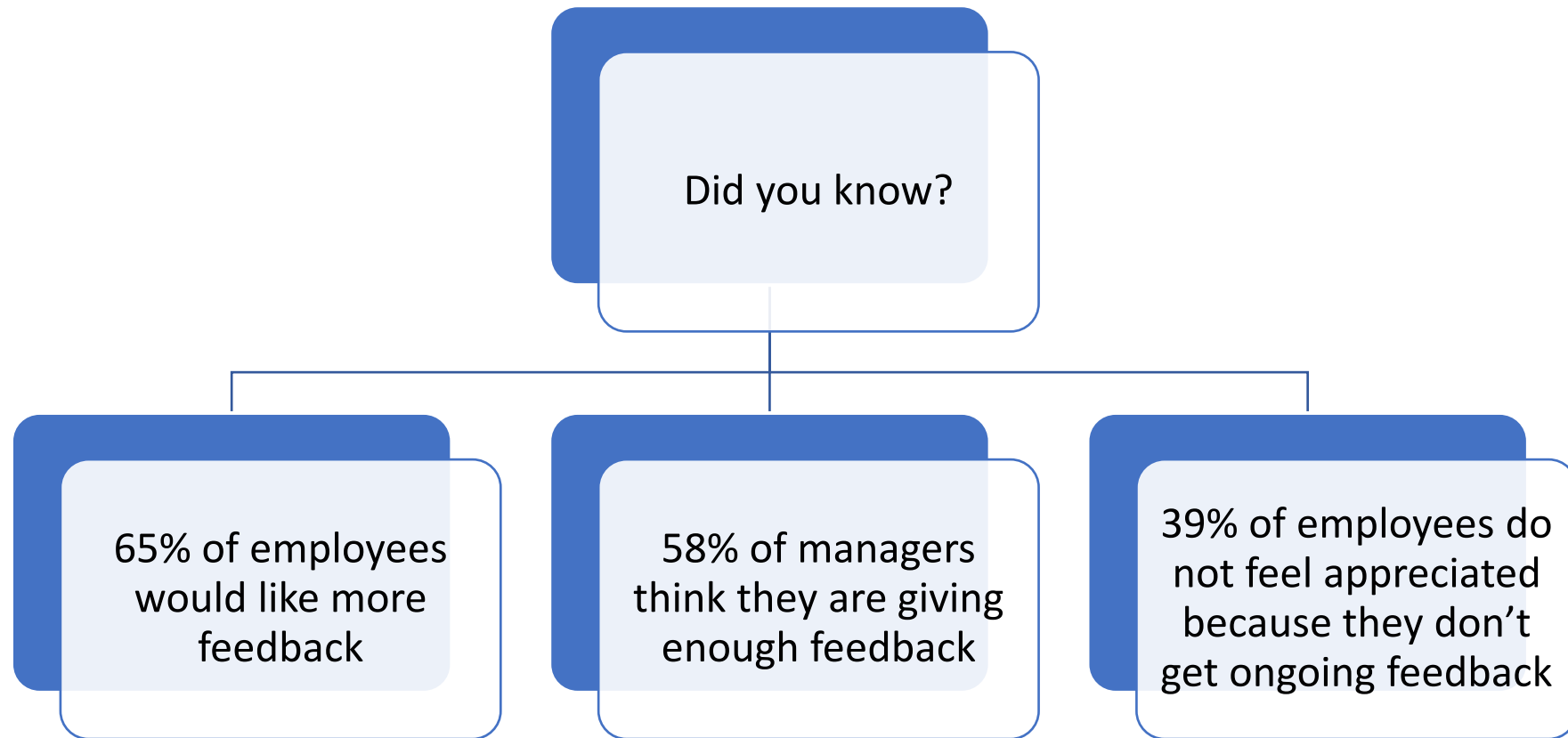
Team C: Brainstorm as many things as possible that would make a feedback session effective. What are phrases that could be helpful?

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Team A: Brainstorm as many reasons as possible that would make you reluctant to give feedback to someone.

What I say to myself...	What it could mean...
What if they get mad at me?	Fear of the other person's reaction.
Who am I to offer feedback?	Low competence and confidence in sharing feedback.
I don't know how to give feedback.	Lack of practice. It feels uncomfortable and does not feel worth the trouble.
I don't see them regularly, so I don't need to confront them about it.	I have a remote team and sending feedback through email or over the phone is hard.
They are more experienced than I am, so I am sure they know what they are doing.	I am nervous about giving feedback to someone who is older and more established than me in the organization.

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Team B: Brainstorm as many things as possible that feedback will help you accomplish. What can feedback help you do?

Did you know?

65% of employees would like more feedback

58% of managers think they are giving enough feedback

39% of employees do not feel appreciated because they don't get ongoing feedback

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Team C: Brainstorm as many things as possible that would make a feedback session effective.

WORKPLACE FEEDBACK

10 Principles for Effective Feedback

01 Be Specific

02 Focus on Observed Behavior

03 Keep it Impersonal

04 Link it to Goals

05 Prioritize

06 Make it well-timed

07 Ensure Understanding

08 Make sure it is Controllable

09 Make it Constructive

10 Tailor it to the Employee

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Feedback Models

Coach Model

DESC

I like, I wish, I wonder

Start Stop Continue

Feedback sandwich

Magnifi COACH Model

Current Situation	Objectives	Alternatives	Choices
Goal: Both parties are clear on the current situation.	Clarify expected objectives or outcomes.	Identify alternatives to reach objectives.	Provide support in the choices made for improvement and follow-up.
Actions: Ask questions to gain employee's perception. Describe your perceptions. Getting mutual clarity on the current situation is necessary to establish clear, realistic objectives for development.	Define coaching goals, desired results, and measurable objectives. Set clear expectations of what could be improved next time.	Brainstorm alternative approaches and ideas for how to reach the objectives. Explore potential roadblocks to success. Provide resources for improvement such as training, other employees, SME, etc.	Show confidence and support the employee as they makes choices for action. Discuss next steps, milestones and follow-up activities. The employee owns the follow-up.
Examples: How did your interaction go? How do you think the member thought it went? How might they feel? Tell me about the situation. What went well? What could have been better? Were you confident in your words and actions?	Our goal is to ensure an exceptional member experience which includes educating members on their choices. What else could have been done to create an exceptional member experience? What could have been offered?	What could you say next time you encounter a situation like this? What are your roadblocks? How can I help you get comfortable? What other options might help you gain the skills needed? Who do you know that does this well?	We discussed some great options. I am here to assist you with your development. What do you plan to try? What are our next steps? Who will assist you? What will you prepare for the follow up? When will you follow up with me on this?

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DESC Coaching Model

This is a 4-step model for structuring feedback. This model is designed to help you deliver a clear message.

DESCRIPTION (D)

Give an objective and concrete description of what you have observed using "I" statements. Describe what you observed in facts.

Explain (E)

Explain the effect or impact it had on your business, the team or its members. (This impacts the member, or team by not providing great service..) Your body language and tone of voice will already be showing your elation or frustration – putting them out in the open can help you move things forward.

SOLUTION (S)

Specify the behavior change. Build the solution through a directive ("What I would like you to do next time is …") or a participative approach ("What do you think you can do to avoid this next time?").

CONSEQUENCES (C)

Build a "contract of commitment". Check your understanding of what has been agreed and get commitment for the future. Commit to checking in over the next few weeks to follow up on the behaviors. Recognize or coach again.

FOLLOW UP- At the end of the conversation prepare tangible action points. What have we agreed on? What is my/your responsibility?

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Breakout

Discuss how you might use the COACH or the DESC model to help with a current or future situation when you need to provide feedback.

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Giving and Receiving Feedback

Start
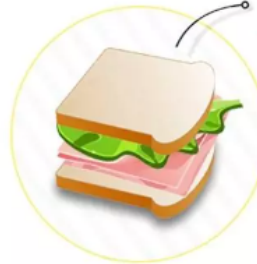- What are some things this person could start doing?

Stop
- What are some things this person could stop doing?

Continue
- What are some things this person could continue to do that is working well?

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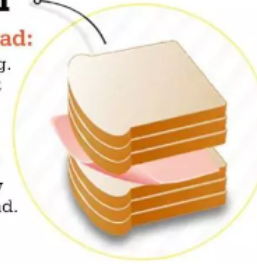# Reinventing the Feedback Sandwich

Traditional Feedback Sandwich

Two Slices of Bread:
Two doses of positive feedback.

Meat in Between:
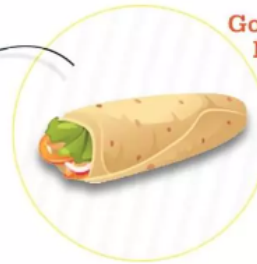Sandwiching negative or critical feedback

Weak Feedback Sandwich

Lots of Bread:
Lots of ego-stroking. Other person may not even hear your negative feedback.

Little Meat:
Feedback swamped by amount of bread.

The Untraditional Wrap

Good Amount of Meat and Bread, but Intertwined:
Ask someone what they think about their performance, ask if you could share your impressions as well, and have a discussion about it. There's critique and discussion intertwined.

Open-Faced Feedback Sandwich

Meat:
Significant amount critical feedback

Bread:
And ego stroking as well... but only at the end.

The Paleo Diet Sandwich

All Meat No Bread:
Just that critical message with no ego stroking at all
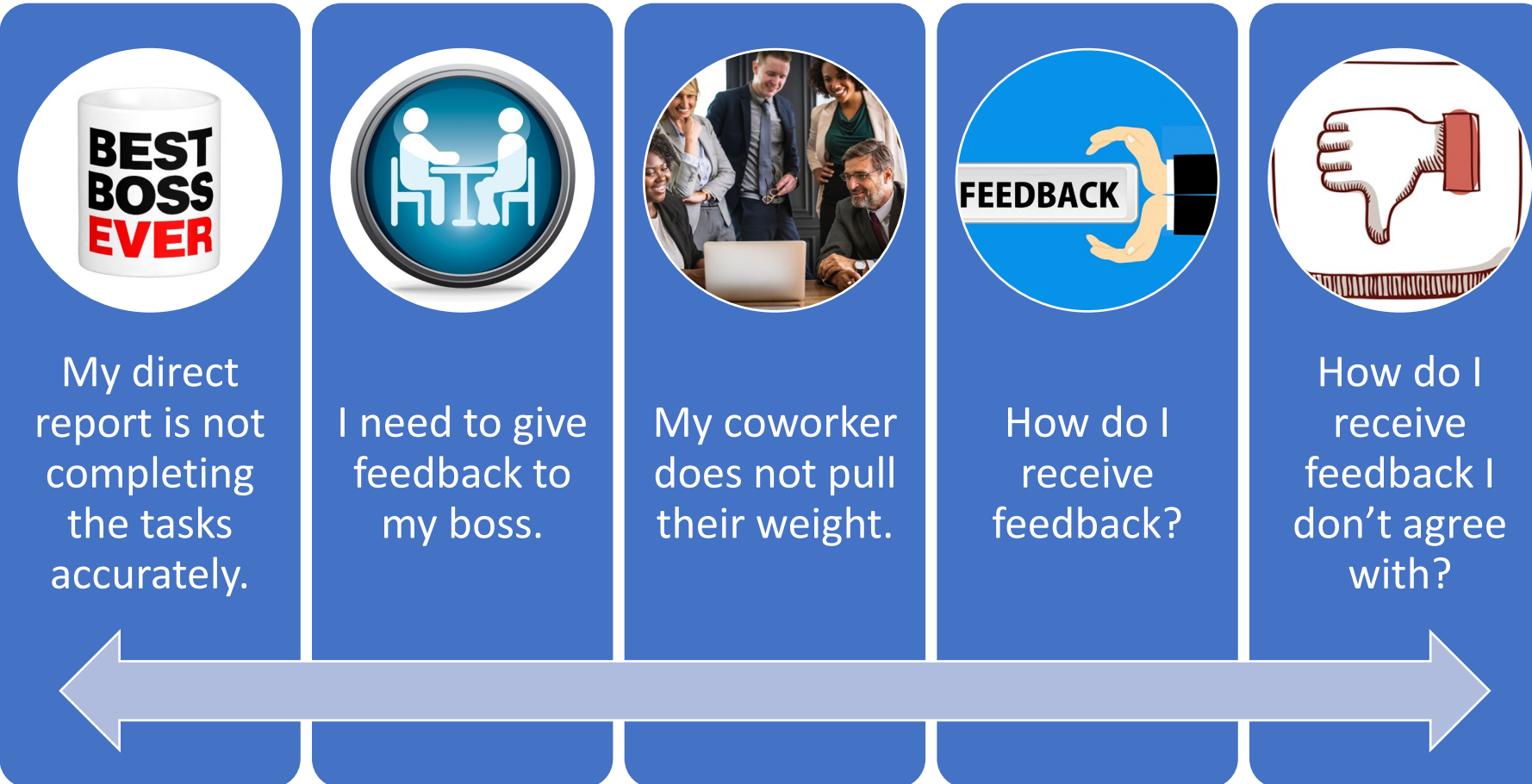
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Breakout

Discuss how you might use one of these models to help with a current or future situation when you need to provide feedback:

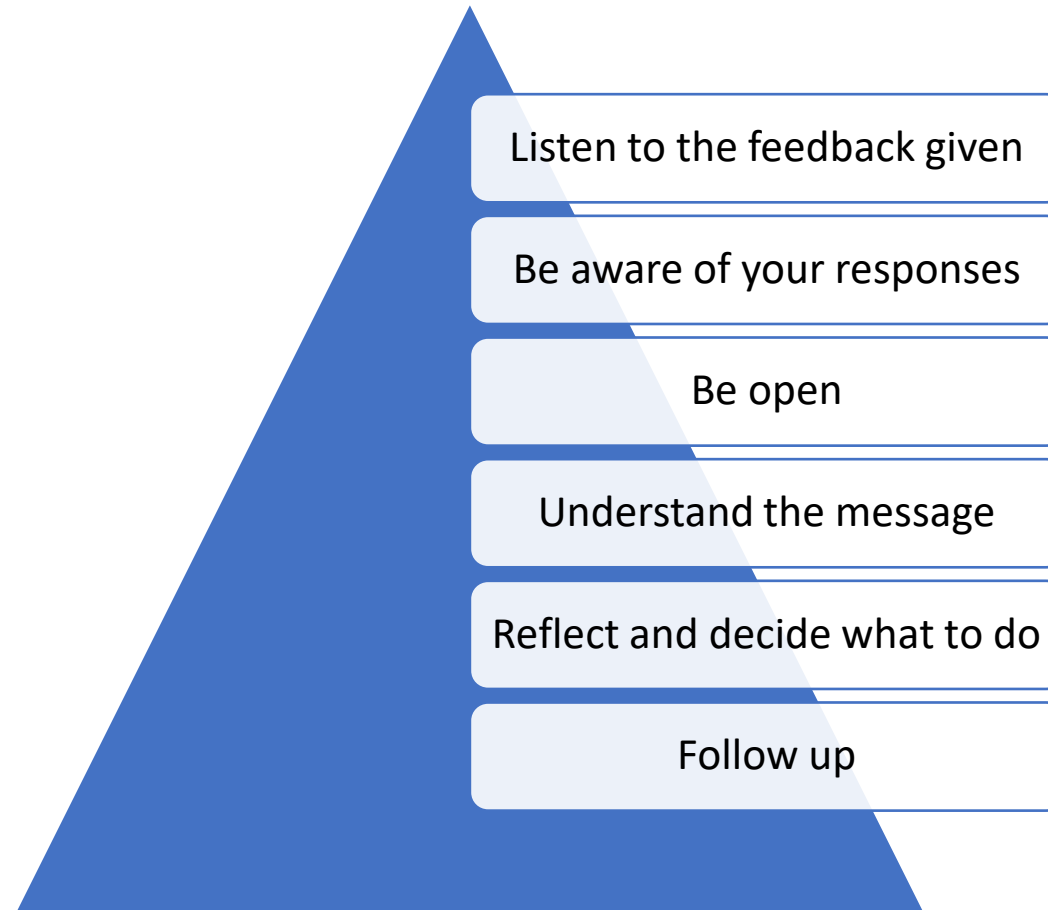- I Like, I Wish, I Wonder
- Start, Stop, Continue
- Feedback Sandwich model

Where do Feedback Opportunities Exist

My direct report is not completing the tasks accurately.

I need to give feedback to my boss.

My coworker does not pull their weight.

How do I receive feedback?

How do I receive feedback I don't agree with?

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Receiving Feedback

Listen to the feedback given

Be aware of your responses

Be open

Understand the message

Reflect and decide what to do

Follow up

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Phrases and models to use when giving feedback.

I see that a bit differently than you.

What are your thoughts on how that went?

What I heard you say is... Did I get that right?

When you said/did that, I felt...

I agree with you on...

Let's work on this problem together.

Do you mind if I share my perspective?

How can I support you?

Thank you for being honest with me.

I owe it to you to tell you.

I have high expectations, and I believe you can meet them- and that is why I am giving you this feedback.

COACH Model

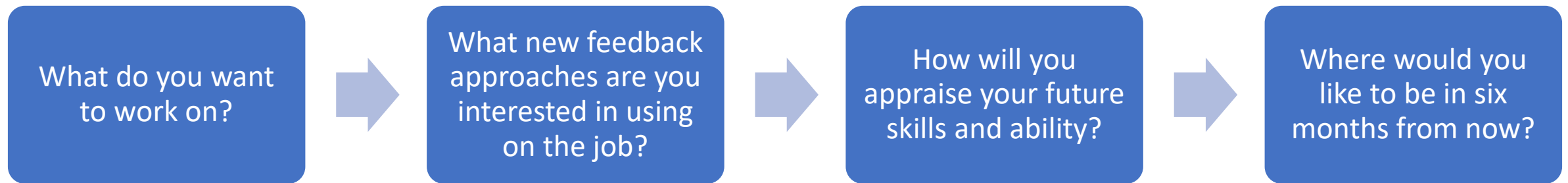DESC Model

I Like, I Wish, I Wonder

Start, Stop, Continue

Feedback Sandwich

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I Love Giving Feedback

FEEDBACK IS A GIFT

Reflection

What do you want to work on?

What new feedback approaches are you interested in using on the job?

How will you appraise your future skills and ability?

Where would you like to be in six months from now?

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Provide feedback:
https://www.surveymonkey.com/r/KZJV2DF

Sign up for future session:
https://mymagnifi.org/resources/training.html

Questions