Feedback: An Evolving Journey
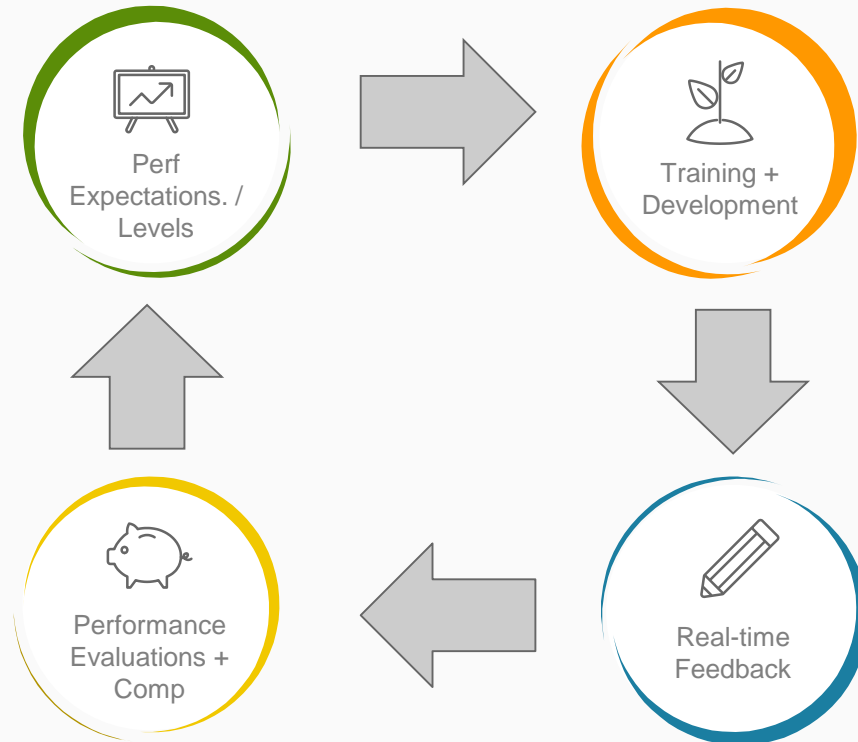
Naureen Seyal
Talent @ IDEO
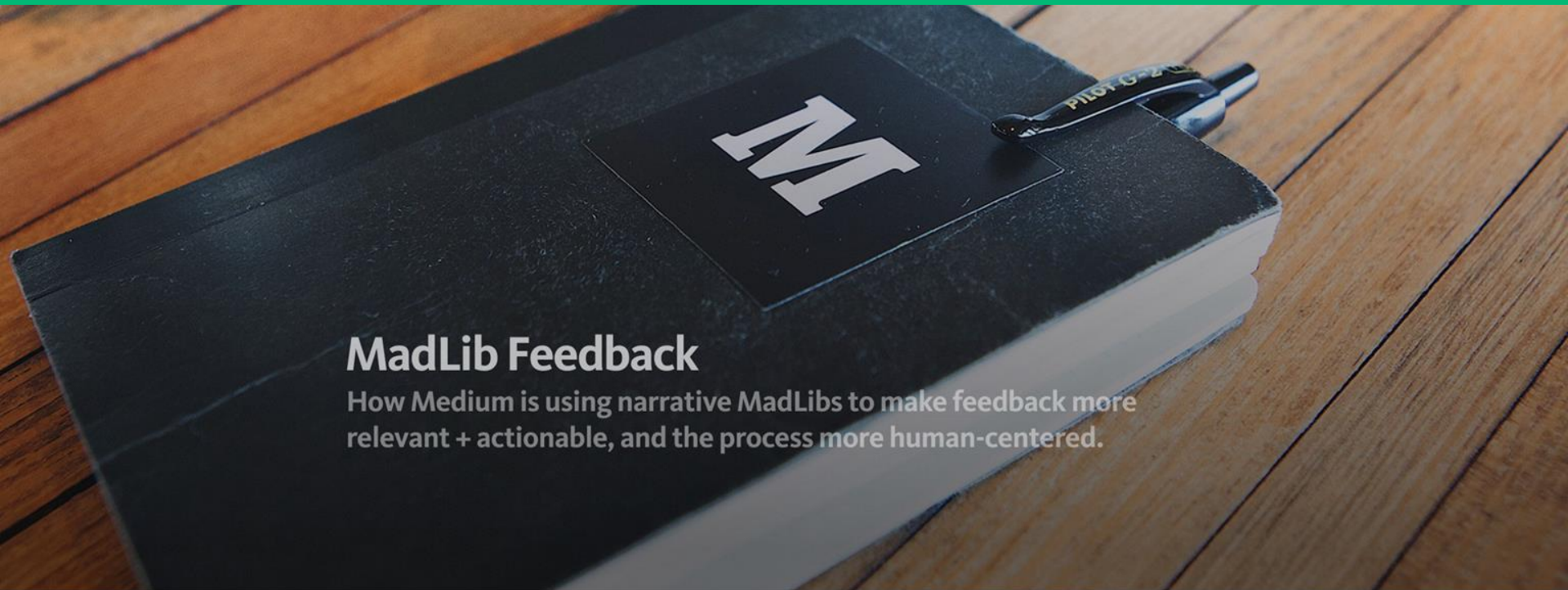
"Praise makes you feel good.
Critique makes you better."

-Unknown

The Dream Cycle

How do we get there?

MadLib Feedback

How Medium is using narrative MadLibs to make feedback more relevant + actionable, and the process more human-centered.

Credit: The Talented Darren Hull

TL;DR. Performance reviews + peer feedback have been a painful box-checking exercise for decades. It's time we drastically improve the experience and

Identify and solve problems for all parties.

Feedback 2.0 - The Quantitative Approach

→ I trust this person to consistently push for a higher standard.

+levelup

1	2	3	4	5	6	7

Almost never   Sometimes   Almost always

Feedback 2.0 - The Quantitative Approach

Medium is committed to providing all members of our team with fair and equal opportunities to succeed.

Please help us achieve that goal by taking a moment to consider the internal, unconscious biases that can sometimes color our perceptions of others.

We often relate to and rate individuals who remind us of ourselves in one way and judge others who differ on race, ethnicity, orientation, gender, or age differently. It can even impact how we rate ourselves.

We hope that by being mindful of these biases we can overcome them together.

Continue   press ENTER

Prime your reviewers.

Feedback is:
- Useful
- Regular

Process is:
- Lightweight
- Scaleable

What do people want to know?
- How am I doing?
- How do I get better?

How am I doing?
- Am I producing good work?
- Do people like working with me?

How do I get better?
- What skills/knowledge do I need to develop more?

ASSESSING PERFORMANCE

Reinventing Performance Management

by **Marcus Buckingham** and **Ashley Goodall**

FROM THE APRIL 2015 ISSUE

"Given what I know of this person's performance, I would always want him or her on my team."

SUMMARY	SAVE	SHARE	COMMENT 41	TEXT SIZE	PRINT	$8.95 BUY COPIES

At Deloitte we're redesigning our performance management system. This may not surprise you. Like many other companies, we realize that our current process for evaluating the work of our people—and then training them, promoting them, and paying them accordingly—is increasingly out of step with our objectives.

Feedback 3.0 - Bringing it all together
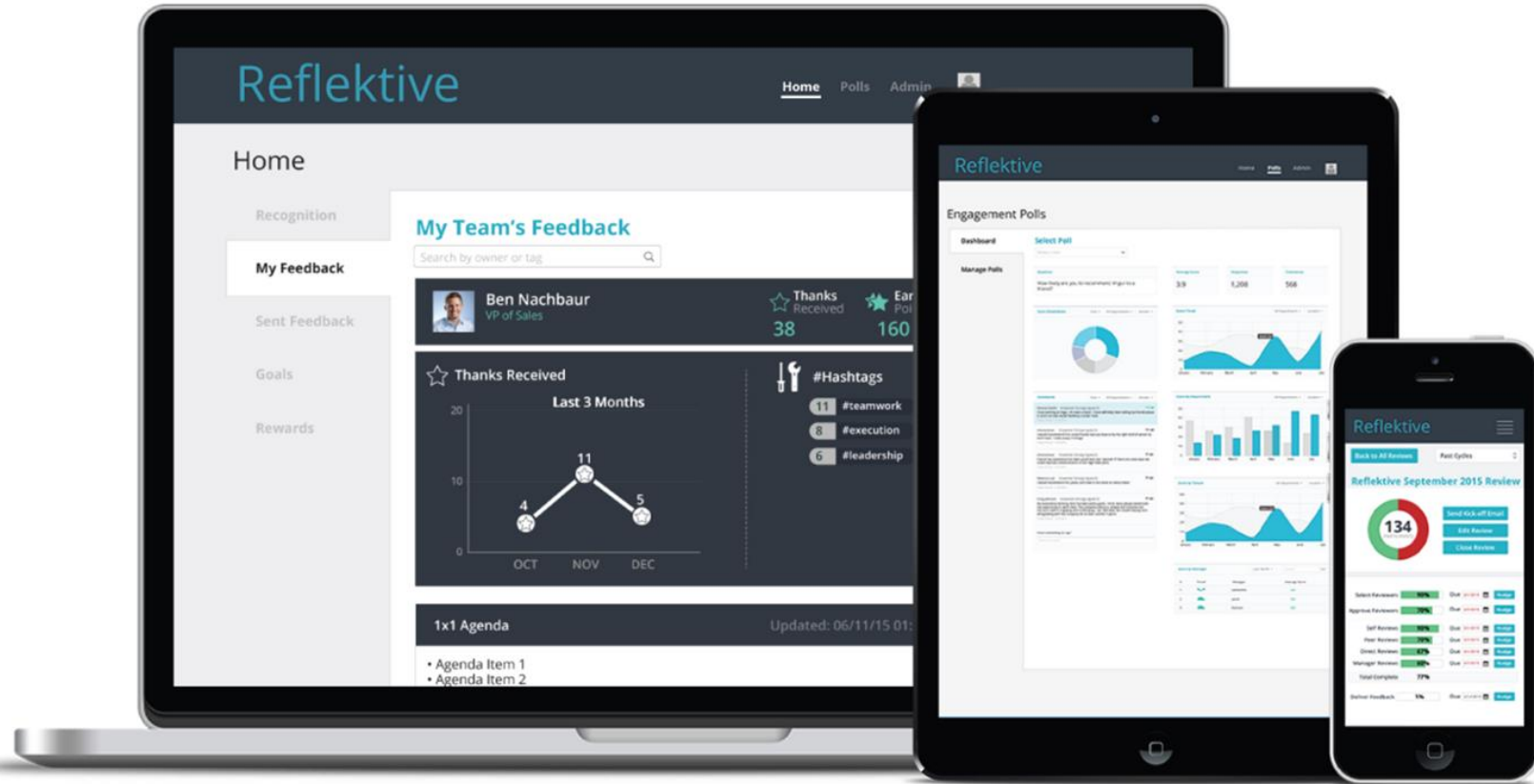
Measure the right things.

1. Identify and solve problems for all parties.

2. Prime your reviewers.

3. Measure the right things.

Thank you!