



*Transformational Change Leadership - Bringing the Professional World Alive*

## Breaking the Ice of Nice™

Oct 29<sup>th</sup>, 2019 – ICF Southeast Regional Webinar

**What does “Being All In” mean?**

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**What does Courage Look Like?**

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**What does Vulnerability Feel like?**

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**What do I really want?**

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**What’s the connection between these questions?**

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## **Would you provide feedback?**

- *You may not have enough information but notice your thoughts as you debate what you might do.*
  - *How you say something (hopefully effectively) isn't as important right now as if you would provide feedback.*
  - *There is no "right" answer.*
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1. *Your new neighbor stops by to introduce themselves and you notice they have something in their teeth.*
2. *A stranger in your office has toilet paper on their shoe.*
3. *Someone butt in front of you in line at a fast food restaurant.*
4. *Your client made a joke about a colleague that was true but kind of hurtful.*
5. *Tony repeated what Dana had basically just said in the team meeting and he got a positive response, but no one said anything about Dana's comment.*
6. *Your office mate (who's a talker) has been telling you about something too long (~25 min).*
7. *You're pretty sure you know the answer to a discussion your client is having in a session, but not 100%.*
8. *You've had a minor problem with a new client twice. Will you say anything to them?*
9. *You overheard Kai saying, "Well, good things happen to good people," to a small group in the break room after we all heard about a round of layoffs.*
10. *You hear your colleague self-promoting a lot.*
11. *Sam was clear with her feedback on a presentation you gave, but it hurt your feelings how she said it.*
12. *Someone put some air freshener spray in the bathroom at your office but it's affecting your allergies.*
13. *You saw him rolling his eyes in the meeting when you shared an idea.*
14. *Your friend keeps asking you for your opinion and it's starting to feel like he's over-relying on you to make decisions for him.*
15. *You can tell the person in front of you on the airplane hasn't put their device in airplane mode even though the flight attendant closed the door and made the announcement.*
16. *You really want a promotion but the last time you brought it up, you didn't feel like your boss was receptive.*

### **Thought Discussions:**

**-What values were triggered?**

**-What experiences came to mind?**

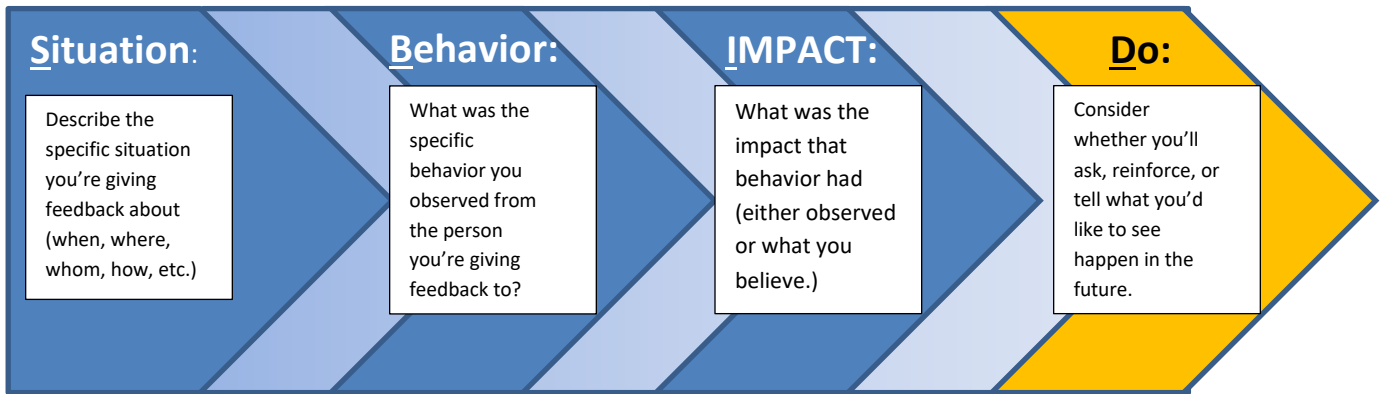
**-What did/do you fear?**

Giving and Receiving Feedback

What type of feedback culture do we have? What type of feedback culture do we need?

Two horizontal lines for writing.

Feedback Model... SBI-D



Practice: Write your own SBI-D feedback (positive or constructive) for 1 person you need to give feedback to related to your Call to Courage (what you REALLY want).

Four horizontal lines for writing the feedback practice.

My Biggest Take Away is...

My Commitment is...