



Reflection Activity: OHAAT Own It

Clarity in Conversations

10 – 20 minutes

To **Own it** and be accountable means to be committed to succeed, and therefore to take ownership of outcomes. It means owning success as well as failures and creating a climate of safety to admit when we're wrong and learn from it. Integrity is central to this. To be accountable also means to take ownership of your own development.

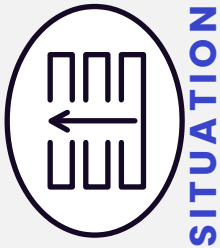
Activity overview

Feedback is a powerful tool to provide clarity, engage and improve performance.

Feedback is most effective when it is:

- Given in a timely manner
- Specific and fact-based
- Given in a safe space and from your perspective to avoid judgement
- Constructive

The SBI feedback tool is a simple process to deliver effective, timely feedback

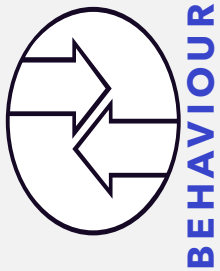


SITUATION

Situation

Describe the situation. Be specific about when and where it occurred.

The where & when



BEHAVIOUR

Behaviour

Describe the observable behaviour. Don't assume you know what the other person is thinking.

The what



IMPACT

Impact

Highlight the impact of the person's behaviour on you, the team, the organisation or customer.




The so what

Feedback tool: The Centre for Creative Leadership, MindTools

Self-reflection questions

Feedback received:




- Think back to the last feedback conversation you had with a colleague or your manager. Take 2 minutes to jot down your notes on the feedback you received in this conversation.

 SITUATION	
 BEHAVIOUR	
 IMPACT	

- On reflection, were all the above aspects clear? How did you feel about the feedback and what did you do differently as a result?

Feedback given:

- Think back to the last feedback conversation you had with a colleague or your manager. Take 2 minutes to jot down your notes on the feedback you provided.

 SITUATION	
 BEHAVIOUR	
 IMPACT	

- What are your immediate reflections on the feedback you provided?
- Was your feedback timely, specific, fact-based and constructive?
- Is there any aspect you feel you could have approached differently?
- Do you feel it avoided judgement and was provided in a safe space?
- How was your feedback received?
- What was the impact/ outcome?
- Could you have approached it differently?
- Do you feel it avoided judgement and was provided in a safe space?