

They **Still Can't Fix What They Don't Know**

Thriving Cultures, Empowering Feedback

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Mistakes Happen...

Same Result

OPTIONS

- ✓ Excuse
- ✓ Blame
- ✓ Avoid

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If all paths create same result,

...why don't we just admit mistakes & move on?

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"Seriously Fun"

HR Contradictions

- Constructive Criticism
- Voluntary Overtime
- Work-Life Balance
- Friendly Competition
- Positive Discipline
- Soft Skills

"Successful Failure"

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Have You Ever Failed?

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If I Had Only Known...

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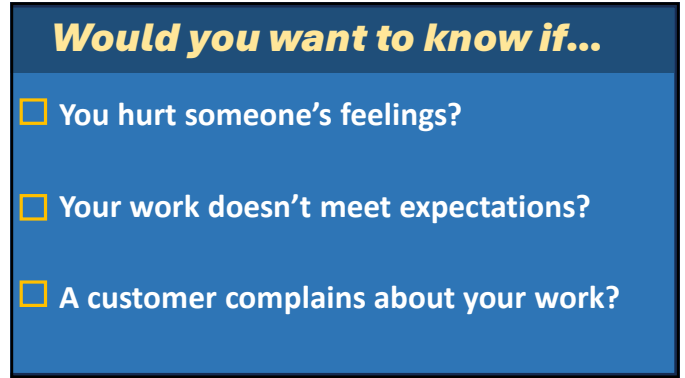
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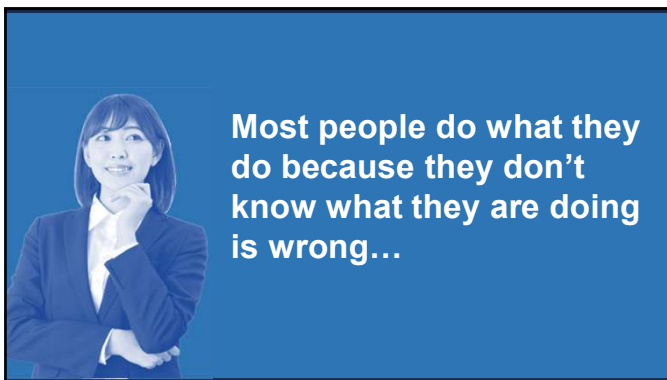
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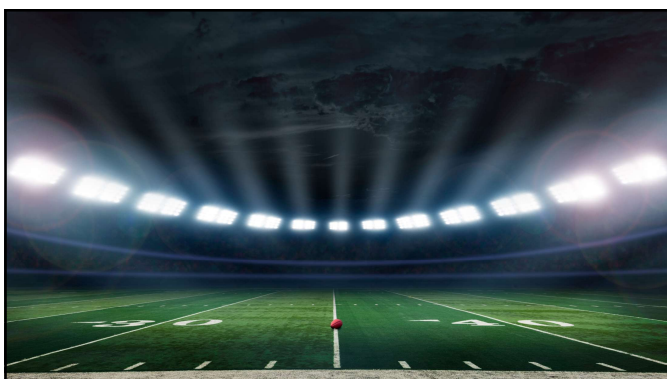
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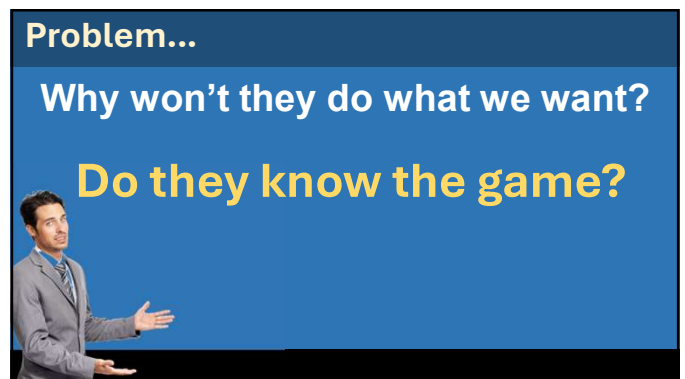
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Looking at the Problem...

$$P = f(KSA)^e$$

They don't perform because:

- **Don't know** (Competency, Expectations)
- **Can't** (Competency, Aptitude)
- **Won't** (Attitude)

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Fixing the Problem...

IT STARTS WITH AWARENESS

REQUIRES COACHING

DEPENDS ON ACCOUNTABILITY

SUCCEEDS WITH LEARNING (DEVELOPMENT)

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1. Expectations

- **Clear**
- **Mutual**
- **Aligned**
- **Trust**

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Alignment

What should employees know, be, and do?

What is expected as a team member?

What is my impact as a member of the company?

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2. Collaborative Feedback

RECEIVING → DELIVERING

WHAT DOES IT TAKE? WHAT DOES IT TAKE?

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Why Feedback Fails

- Assumption (They know better)
- No News = Good News
- Avoidance (of Conflict)
- Value Diminishes w/ Time
- Right FB, Wrong Time
- Delivery (How)
- You May Be the ONLY One

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Why We Resist

- FB Must Be Their Idea
- Avoid "Being Wrong"
- Avoid Embarrassment
- Requires "What" and "How"
- Selective to Accept

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RECENT PERSPECTIVES

47% of Employees
I receive manager feedback "a few times or less" / year

26% of Employees
Strongly agree - feedback helps them work better

34% of Employees
Strongly agree - Manager knows what they work on

Source: It's the Manager, Gallup, 2019.

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OUTCOMES

Top Reasons: TURNOVER
(In Addition to Pay, Promotion, and Personal...)

- Lack of Appreciation
- Poor Communication
- Low Engagement
- Lack of Development
- Conflict

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Sooner We Know, Sooner We Can Act

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ACCOUNTABILITY: MANAGER COACH

- 70%
- Culture
- Coach

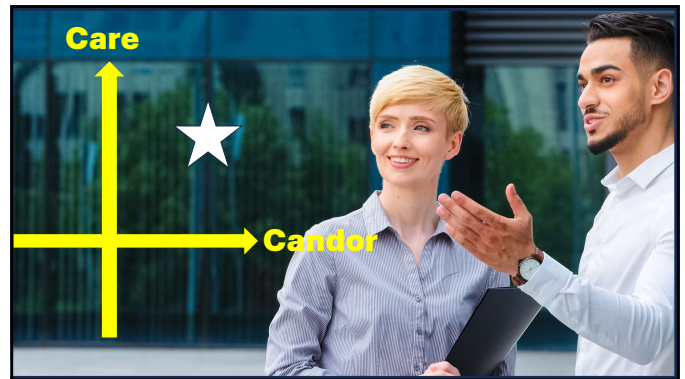


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Feedback Conversations

- Role & Relationship
- Check-In
- Developmental Coaching
- Progress Review

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JOIN US TOMORROW
How to Start a Revolution: 2:00 p.m.

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