3 + 3 Feedback Process Instructions

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The 3 + 3 Feedback process enables teams and individuals to improve performance by gaining an understanding of perceptions of colleagues. Feedback allows individuals to identify and capitalise on strengths, and to identify and plan for improvement in areas needing growth. It promotes transparency, honesty and candour in a team environment and prevents minor issues escalating into major ones.

Rules of Engagement

- Team members must be willing participants who value and understand the power of feedback.
- Team discussion about the value of feedback needs to have taken place prior to the exercise.
- Feedback should be framed in a constructive and future-focussed way.
- Feedback should focus on the behaviour not the person.
- All team members should be calm and aim to remain calm.
- Feedback should not be taken personally, however, the personality/preferred communication style of the receiver should be taken into account when giving feedback.

Group Session Instructions

- All team members including managers gather in a room and sit in pairs.
- They can be seated in formation (e.g. inside-outside circles) or randomly.
- Take turns to share 3 things you admire about that person and 3 things that you <u>feel</u> that person could change to become even more effective.
- The receiver of the feedback must take the feedback on board, take notes and most importantly doesn't respond, defend or explain.
- After receiving their feedback they can ask 3 clarifying questions (not defend themselves).
- Use greetings and etiquette when interacting with colleagues.
- Give and get feedback from all colleagues.
- Identify and plan to - capitalise on strengths, improve in areas for growth