

Courageous Conversations Worksheet

Constant learning, building knowledge, skills and developing new practices, including learning from each other is an essential part of how we work together at Here. As a learning organization we all need each other's help to learn and make sure we are fulfilling our promises, making improvements and continually innovating.

Feedback is a two way conversation that supports learning. We might get it from a colleague at work, your partner or from the air telling you you've not dressed warmly enough.

And there's both formal and informal feedback. Informal feedback could be a thank you, an 'in the moment' pointer to do something differently or reassurance that you're doing your job well.

Formal feedback might happen in a 1:1, be news that you have passed your probationary period or some reflections on your contributions to a project you are working on.

By focusing on how we ask for and receive feedback we can develop our capacity to support our own and other's learning.

Mindset

The two types of mindset in receiving feedback

	Fixed	Growth
Who Am I?	I'm fixed. I am who I am	I change, learn, grow
Can I change?	My traits are fixed – effort doesn't really change the fundamental truth about people	My capabilities are always evolving. Effort and hard work pay off
What's the goal?	Success. The outcome is what matters	The process of learning is what's rewarding. Success is a by product.
When do I feel clever, capable, successful?	When I do something perfectly and when I do it better than others	When I struggle with something and then start to figure it out (other's abilities are less relevant to my own potential)
Response to challenge	Threat! I may be exposed as not being up to the challenge	Opportunity! I can learn something and improve
Most comfortable environment	Safely within my abilities and my comfort zone	Just outside my abilities to stretch my capabilities