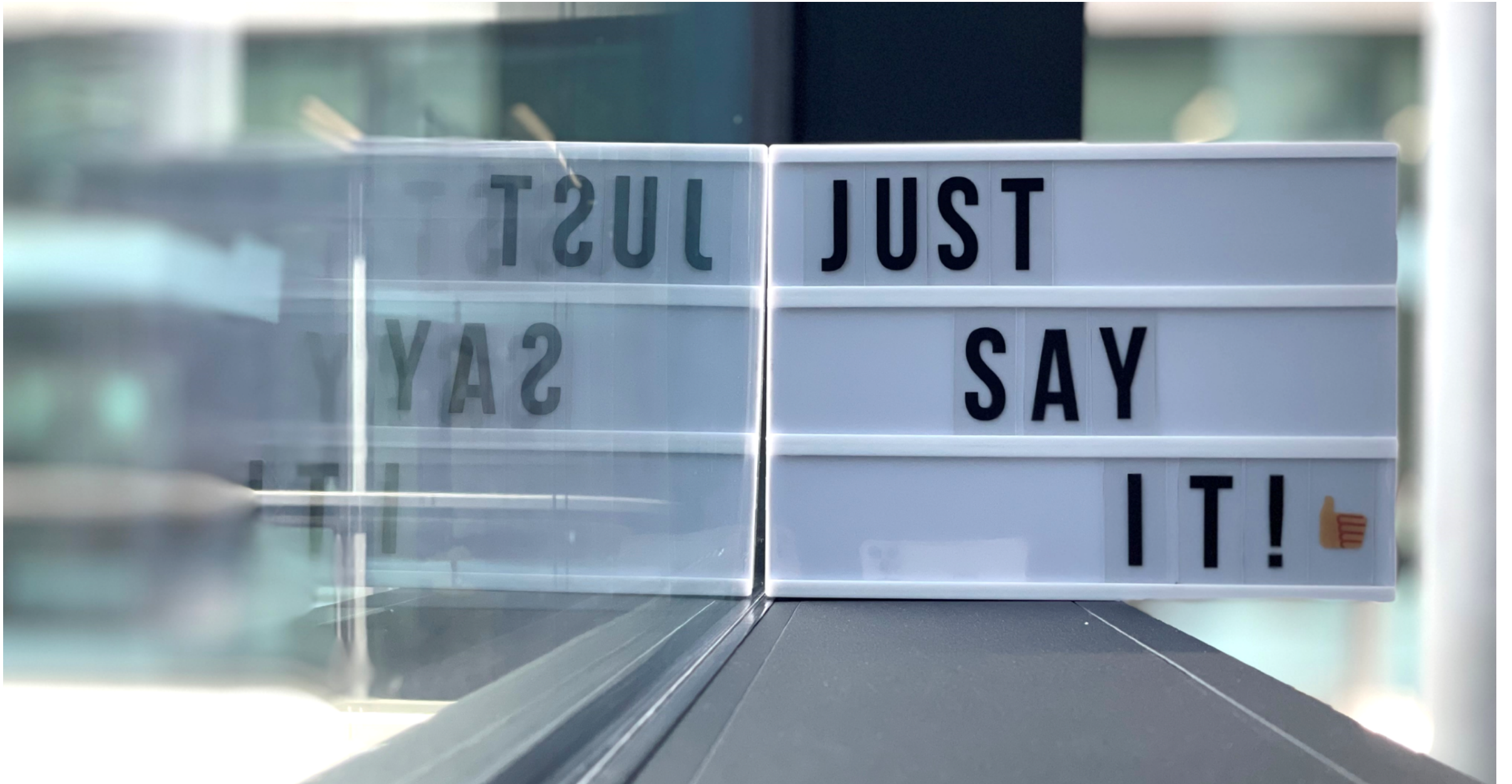
A photograph of four potted plants arranged in a row against a light gray background. From left to right: a cactus in a light blue metal bucket, a white ceramic pot, an aloe vera plant in a white ceramic pot, and another succulent in a light blue metal bucket.

Feedback: vital for growth, tough to crack

Hena Teinzer

Development Manager

SAP SE



Types of Feedback

Appreciative



Evaluative



Coaching





Appreciative Feedback

Re-enforcement of positive behavior

Do MORE of:

- Be authentic
- Provide motivation and recognition
- Build trust to strengthen your connection

Do LESS of:

- Avoid super-heroes effect
- Be aware of favoritism
- Limit non-specific appreciation (e.g. Good Job!)

Evaluative Feedback

Expectation alignment from both giver and receiver

Do MORE of:

- Clarify expectations and consequences
- Address behavior and not personality
- Encourage peer-to-peer feedback

Do LESS of:

- Share interpretation instead of observation
- Show ruinous empathy
- Feel defensive and the desire to be right





Photo by [Daniel Öberg](#) on [Unsplash](#)

Coaching Feedback

To help expand knowledge, sharpen skill and improve capability

Do MORE of:

- Ask open questions
- Active listening
- Mutual exploration

Do LESS of:

- Provide unsolicited feedback/advice
- Make unconscious assumptions
- Give non-actionable advice

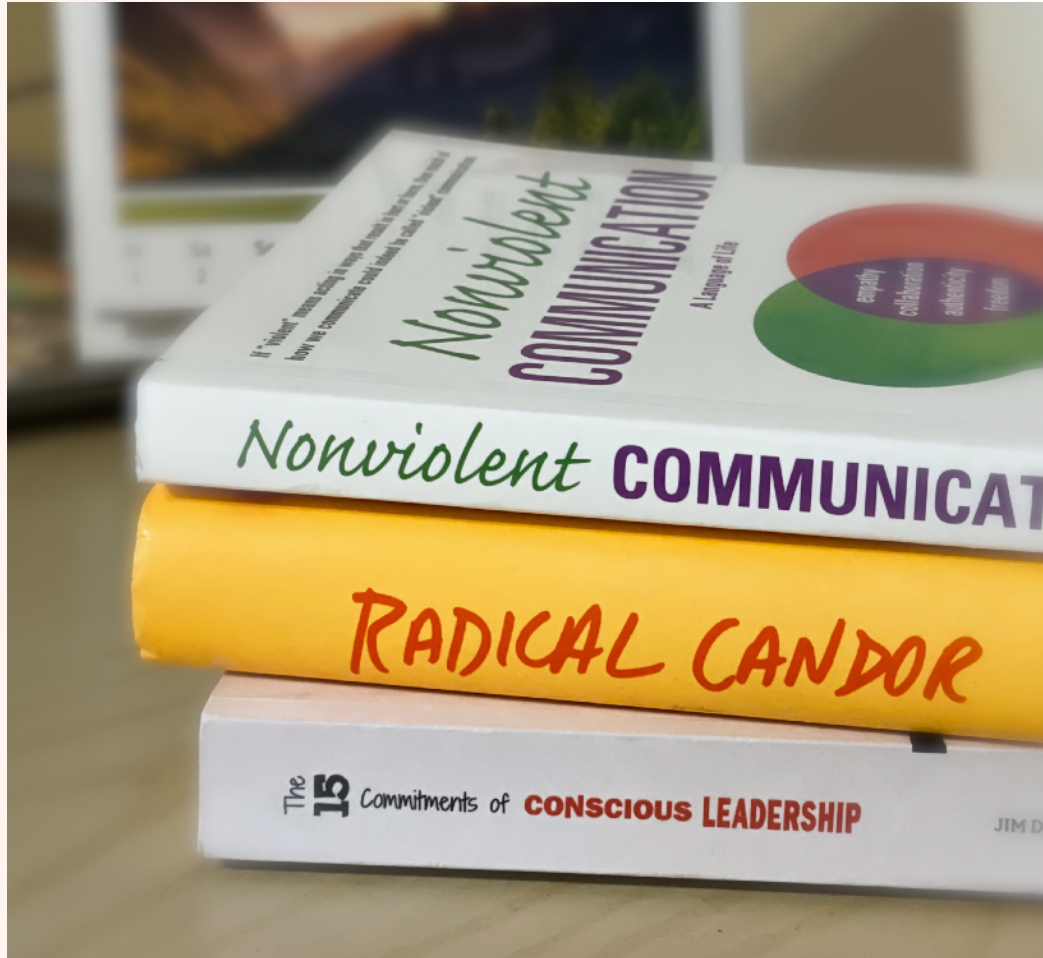
Feedback Technique – SEW

S	SITUATION	I noticed that you showed up 10 mins late in the past 3 meetings
E	EFFECTS	I feel disrespected and disturbed by the interruption because I want to finish my agenda points within the time planned
W	WISHES	Would you be able to inform me when you will be late next time?

A photograph of three women in a meeting. One woman in the center is looking towards the left, listening intently. Another woman is partially visible on the left, and a third woman in a blue top is on the right. The background shows a modern office setting with a black grid partition and a potted plant.

Let's start the dialogue!

Photo by [Mimi.Thian](#) on
[Unsplash](#)



Books list

- [Thanks for the Feedback: The Science and Art of Receiving Feedback Well](#) by Douglas Stone
- [Nonviolent Communication: A Language of Life](#) by Marshall B Rosenberg
- [Radical Candor](#) by Kim Scott
- [The 15 commitments of conscious leadership](#) by Jim Dethmer, Diana Chapman, & Kaley Warner Klemp



Photo by [Daniel Öberg](#) on [Unsplash](#)

Thank you

Hena Teinzer

 [@henateinzer](#)

 [linkedin.com/in/henateinzer](https://www.linkedin.com/in/henateinzer)