

Real Colors® and Feedback

PURPOSE

This activity examines the unique ways that each of the four Real Colors® prefers to receive feedback so that we can plan our messages accordingly.

CAUTION

Emphasize no Color Bashing. That means do not allow or promote making fun of any temperament, including negative comments or characterizations. Do not tolerate stereotyping. This is not the time to talk about weaknesses or to criticize the temperament.

MATERIALS

- *Real Colors® and Feedback Reference Guide*
- *Real Colors® and Feedback Worksheet*, one for each participant
- Feedback Scenarios page
- OPTIONAL: Assessment booklets for use during activity
- Flip-chart paper and markers

APPROXIMATE TIME

60 minutes

SUGGESTED GROUP SIZE

6-15 participants

PROCESS

Introduction/Purpose (2 minutes):

Balanced feedback is one of the most powerful learning and development tools, both in how we learn and how we coach. It is also one of the hardest to master. The quality of the learning opportunity is greatly influenced by the content and delivery of the feedback message. We can learn to better tailor and deliver feedback using Real Colors® temperament preferences to ensure that the best possible feedback message is both expressed and received. Effective feedback messages lead to a stronger rapport, increased trust, and better results. Conversely, poorly delivered feedback can negatively influence morale, create conflict, and damage trust.

Say: *“Have you ever given anyone feedback where they either immediately took offense or you found out later that they were offended or angry as a result? Can someone give an example? What happened? Why do you think that your feedback wasn’t well received?”*

Do: Allow a response. Hopefully, you get a show of hands and someone that will tell a brief story of a situation where feedback made someone sad, angry or apathetic. If no one volunteers an example, be prepared to share an example of your own.

Say: *“This is a good example of a time where well-intentioned feedback failed to realize the benefits that great feedback can offer. Balanced feedback is so powerful—we learn from it and use it to coach or teach others. Feedback can be hard to receive and equally difficult to deliver. However, just like working out at the gym, it is tough and takes some work, but the results can be terrific!”*

Not all feedback is received equally. The quality of the learning opportunity from feedback is greatly influenced by WHAT you say and HOW you say it. Effective feedback messages lead to a stronger rapport, increased trust, and better results. Conversely, poorly delivered feedback (as we heard in this example) can negatively influence morale, create conflict, and damage trust. We can learn to better tailor and deliver feedback using Real Colors® to ensure that the best possible feedback message is both expressed and received. That’s what we are going to focus on today! This activity examines the unique ways that each Color prefers to receive feedback so that we can plan our messages and deliver them more successfully.”

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