

RADICAL CANDOR 101: A 6-WEEK FEEDBACK WORKSHOP

Week 1: Care Personally, Challenge Directly

Philosophy: Radical Candor — Caring Personally while Challenging Directly — is the key to effective communication. And while it's a simple concept, it's not easy. It takes practice!

Watch episode 1 of *The Feedback Loop* workplace comedy series: These comedic shorts follow a pair of well-intentioned but flawed leaders who realize the only way to stop repeating the same terrible day at work is to act less like *The Office's* Michael Scott and more like Kim Scott by applying the principles of Radical Candor.

This section covers: Understanding what is not Radical Candor can help you better understand what it is: guidance and feedback that is kind and clear, specific and sincere.

1. Radical Candor is **NOT** Brutal Honesty
2. Obnoxious Aggression (clear but not kind)
3. Manipulative Insincerity (neither kind nor clear)
4. Ruinous Empathy (kind but not clear)

Reflection: Why are you taking this course? What feedback challenge would you like to work with over the next six weeks?

Week 2: Solicit Criticism

Philosophy: Before you give feedback, it's important to demonstrate that you are willing to receive it. Soliciting feedback is an important part of any successful relationship.

It increases your self-awareness, helps you become more aware of the impact you have on others and helps build a culture of psychological safety, which is the key to developing high-performance teams.

Watch episode 2 of *The Feedback Loop* workplace comedy series.

This section covers: How to solicit feedback.

1. Ask a Go-To Question
2. Embrace the Discomfort
3. Listen to Understand, Not Respond
4. Reward the Candor

Week 3: Give Praise

Philosophy: The purpose of praise is to help people know what to do more of, not just to make them feel good. Giving specific praise helps the whole team because it shows everyone what success looks like.

Remember, praise is much more important than criticism. Focus on the good stuff!

Watch episode 3 of *The Feedback Loop* workplace comedy series.

This section covers:

Why specific and sincere praise is so important to a team's success, and an introduction to the **CORE** framework for praise and criticism.

C — Context (What's the context for the feedback?)

O — Observation (Describe what was said or done.)

R — Result (What is the consequence that is most meaningful — to you and to them.)

E — nExt stEps (What are the next steps?)

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Week 4: Give Criticism

Philosophy: Now that you've solicited feedback and given specific and sincere praise, it's time to provide criticism. Criticism should be kind and clear so it's easy to understand and act upon immediately.

When providing criticism, the most important thing is to be humble and helpful. You may be wrong, and you want the other person to tell you if you are. Communicate your intent to be helpful as clearly as you communicate the feedback itself.

Watch episode 4 of *The Feedback Loop* workplace comedy series.

This section covers:

1. How to give feedback that's **HIP** — humble, helpful, immediate, in person or video, in private and not about personality.
2. Use the **COR** framework to guide your criticism, too.

Week 5: Gauge Feedback

Philosophy: When giving praise or criticism, pay attention to how the other person is responding, and adjust accordingly. If a person gets emotional, this is your cue to demonstrate that you Care Personally.

If the person is not hearing you or keeps ignoring what you're saying, this is your cue to Challenge more Directly; to be more clear. Remember, it's not mean, it's clear.

Watch episode 5 (finale) of *The Feedback Loop* workplace comedy series.

This section covers: How to gauge your feedback. Remember, feedback is measured

not at the speaker's mouth but at the listener's ear. Gauge the other person's response by listening to what they say, observing their body language and asking yourself, "How do they seem to be feeling?"

If you're not sure, you can always ask how what you said landed.

Week 6: Practice, Practice, Practice

Philosophy: Radical Candor is a simple idea, but it takes practice. We'll dedicate this last session to practice time, group discussion, live coaching and Q&A with a special guest.

This section covers: This last session pulls together all your Radical Candor skills and integrates everything you have learned over the preceding weeks.

Now what? You will be invited to activate your free license for *The Feedback Loop* self-paced e-course so you can revisit the episodes and exercises for an entire year.



