



See It

Own It

Solve It

Do It

This newsletter will be published weekly to incorporate new ideas and lessons learned on our accountability journey.

Tip of the Week: **Focused Feedback Activity**

We continue to hear lots of good stories around seeking feedback from others. Here are some additional tips to assist with this process. Try one this week!

- Follow Dave's example, before or after a staff meeting, take a few minutes to get into pairs and offer each other feedback on one of the 16 best practice behaviors under See It, Own It, Solve It, Do It
- Commit to meeting with one person this week from a different department and talk about how your two departments could work more closely together
- An additional 50 people completed the training last Friday. Commit to a feedback session with someone on your team who has attended either session.

Remember the four points of focused feedback: Use pages 27-30 in your workbooks to record the feedback.

- 1. Partner A: Ask, "What feedback do you have for me around (pick the broad category of See It, Own It, Solve It, Do It or one of the 16 best practices)"**
- 2. Partner B: Appreciative Feedback – "Here's what I feel you demonstrate."**
- 3. Partner B: Constructive Feedback – "Here's where I feel you could improve"**
- 4. Partner A: Thanks for the feedback.**

Upcoming Activities:

Nine individuals have been selected to continue on as facilitators of the accountability learning. There will be a facilitator training end of June/early July. Following this training, we will begin to offer more sessions throughout the company.

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