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Empowering Performance: Feedback & Development for Charity Leaders

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Goals for our Time Together

To explore practical and accessible approaches to :

- ✓ **Building a culture of growth & Trust – Leaders set the tone**
- ✓ **Delivering powerful and effective feedback**
- ✓ **Having development conversations that inspire growth**
- ✓ **Growing a development culture for all**





Building a Culture of Growth & Trust — Leaders Set the Tone

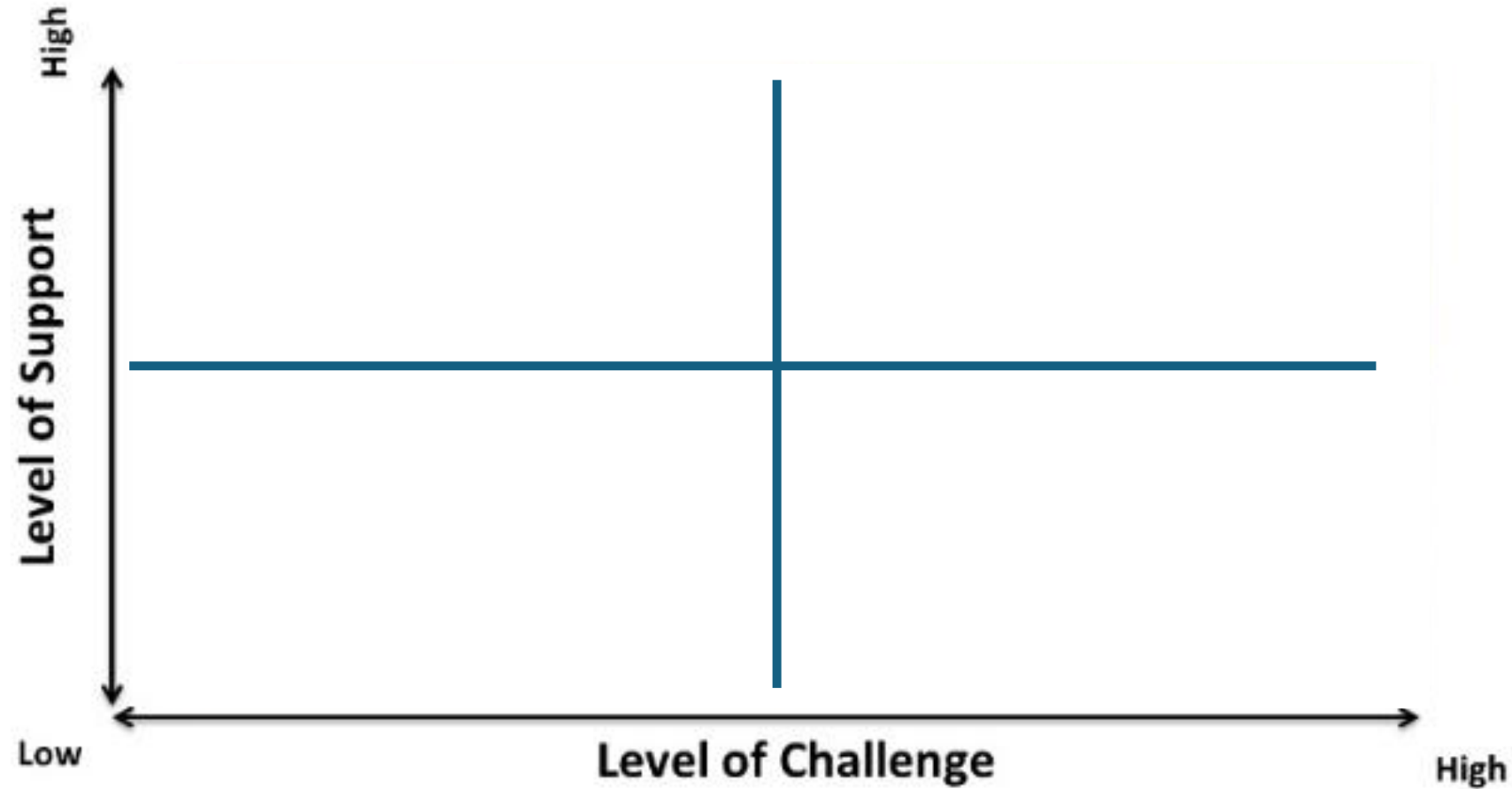
- Model the behaviours you wish to see
- Build psychological safety
- Normalise feedback — a habit vs an event
- Recognise and celebrate growth
- Invest in development conversations
- Create a shared ownership of culture
- Lead with consistency and fairness





Leaders Set The Tone

Challenge and Support





Delivering Powerful and Effective Feedback



✓ **92%** of people agree that feedback, when delivered appropriately is effective at improving performance

✓ **85%** of employees take more initiative when they receive feedback in the workplace

✓ **75%** of employees who receive feedback feel that the feedback is useful

✓ **80%** of employees want feedback at the moment rather than delivering aggregated feedback for an annual or bi-annual review

✓ **We build our self awareness**

- We can *actively repeat what we do well*
- We can *actively improve*

✓ **We build our confidence**

- We know what is expected and how we are doing

✓ **We develop stronger relationships, trust and openness**

✓ **We accelerate our development & performance**

- We take ownership
- We make better decisions
- We open up new ways of thinking



The SBI Model

A method for giving clear, effective feedback



Situation

Describe the when and where



Behavior

Describe the observable action



Impact

Describe the results or effects

Situation:

“During last Thursday’s volunteer recruitment fair...”

Behaviour:

“...you engaged warmly with potential volunteers and clearly explained our mission.”

Impact:

“This helped us sign up five new volunteers and strengthened our community presence.”



A Practical and Effective Structure



The SBI Model

A method for giving clear, effective feedback



Situation

Describe the when and where



Behavior

Describe the observable action



Impact

Describe the results or effects

Situation:

“During Monday’s volunteer briefing...”

Behaviour:

“...you spoke very quickly and didn’t pause for questions.”

Impact:

“Some volunteers looked confused and missed key details. Slowing down and checking for understanding will help everyone feel prepared.”



Having Development Conversations that Inspire Growth



Feedback is about *NOW* — Development is about *NEXT*

- **Things to Consider.....**

- The importance of regular check-ins
- Adopting a coaching mindset — *Ask more, tell less*
- Focus on growth & Progress, not just tasks
- Tailoring development — volunteers vs Staff



Using a 1–10 Scale in Performance Conversations



"You said you were a 6, what makes it a 6 and not a 4?"

"What would it take to be a 9?"

What's one skill you'd love to grow?

What's a challenge you'd like to tackle to stretch yourself?

What's something you're proud of recently?

What inspired you to volunteer with us, and how can we keep that spark alive?

How can we make your time here feel even more meaningful?

How can I support your development?

How can I help you succeed?

What's one thing you've improved upon?

Is there a new skill or experience you'd like to gain through volunteering?

What's been your most rewarding experience so far?



Making a Plan...



What is your overall goal?	What skills, behaviour or knowledge do you need to develop to meet your goal?	What specific actions will you take?	What resources might you need to be successful and who can help you?	How and when will you review and measure your progress?	How will you and others know once you've achieved success?	What is the target completion date?
Short Term Goal						
Long term goal						



Growing a Development Culture for All



- **Weekly “Shout outs”**
- **Impact Wall**
- **Thank you cards**
- **Volunteer Spotlight**
- **Feedback Fridays**
- **Recognition Jar**
- **Sharing Success stories**
- **Milestone Moments**
- **Reflection Logs**
- **Explore mentoring**



Making it Happen!



Growing a development culture for all

Having development conversations that inspire growth

Delivering powerful and effective feedback

Building a culture of growth & Trust – Leaders set the tone



Q & A





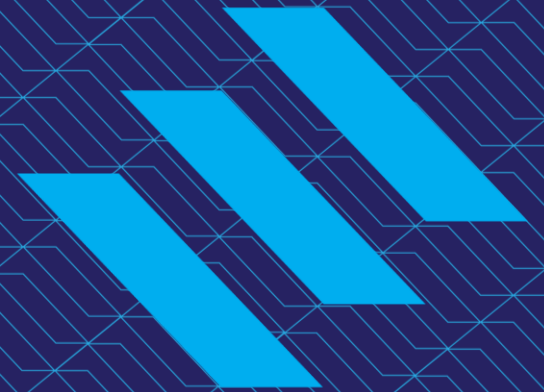
Thank you

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