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Hi Joe, as discussed we aim to provide feedback to each member of the client project team. We have also agreed that we shall trial the SBI feedback model this includes:

Situation:

A description of the specific situation the feedback is regarding

Behaviour:

Describe the behaviour that was observed (rather than the motivation for said behaviour)

Impact:

Describe the impact said behaviour had on the group, whether this be individuals within the group or the whole group

This feedback will include a minimum of one positive impact you had on the team and one constructive point that should be considered for the future.

Feedback

S - During client facing meetings

B - Every time we met the client you began with a handshake and started the meetings with prepared updates on what we have been doing and tangible printouts of work to show them. Additionally, you always presented yourself in a professional manner by wearing a suit.

I - This impacted me through setting a high example of the quality we were striving to provide the client which pushed me to be on top of my game in and out of these meetings.

S - Your project management skills and communication with the team throughout the client project.

B - You showed an immense willingness to learn and utilize project management tools within our team. Additionally, your consistency in messaging individuals before work deadlines to make sure they are on track was of high quality.

I - This impacted the team by holding everyone accountable for their work, which was extremely useful during the mark distribution to see who had, and had not, met our criteria within our team contract. Additionally, it helped set a standard within our team on what is expected from us, building our high performing team culture.

S - Communication with the client.

B - You set up regular contact points during the week to update the client via email on our progress or anything we needed from them.

I - This helped minimise miss-communication to keep us on track throughout. Additionally, it represented us well to the client, which was obvious in their feedback to us.

S - Your coaching style of leadership in meetings.

B - In the latter side of the client project, you took a noticeable change to your approach in our team meetings. You went from having a strict structure and leadership approach to more of a coaching approach in your ability to ask relevant question and involve others.

I - This proved very effective in engaging everyone in meeting, especially with the Level 1's who were less comfortable than the level 2's, getting individuals to become more vocal in their contribution. Overall, I think the coaching approach allowed for more flexibility and input from others which benefited the morale and performance of the team.

S - Before moments of high pressure. E.g. Before the hand in for the final report and before the final presentation.

B - Your high performing nature gave you a tendency to experience high levels of stress during these situations, where you become slightly shut off and less approachable.

I - Can sometimes negatively hinder your professionalism. Additionally, I noticed that your stress significantly rubbed off on others in the team. While elements of stress can be useful during these times, I feel you could further improve your leadership ability through learning to manage this more effectively.