

# Welcome

**Giving feedback.  
Receiving feedback.**

*Unleashed learning.  
Caring connections.*

*Webinar featuring  
Gina Simm  
and Jerry Koch-Gonzalez*



# Who are we?

- Jerry Koch-Gonzalez
  - Sociocracy For All (SoFA), The Sociocracy Consulting Group (TSCG)
  - New England NVC
- Jennifer Rau
  - Sociocracy For All (SoFA)
- Gina Simm
  - In the process of publishing a book ***Heart To Heart. Systems for Enlivening Connection. A Manual for Parents and Teachers.***

Fun fact: we all live only 300ft from each other in a community running on sociocracy.

# What we're doing today

- Presentation:
  - Feedback in sociocracy/Dynamic Governance
  - Feedback in general
  - A doable way of giving feedback: feedback forms
- Q&A and examples
- Breakout session: prepare your feedback!
- More learning opportunities (sociocracy and NVC)
- Closing/evaluation
- (Hanging out with anyone who would like to stay)

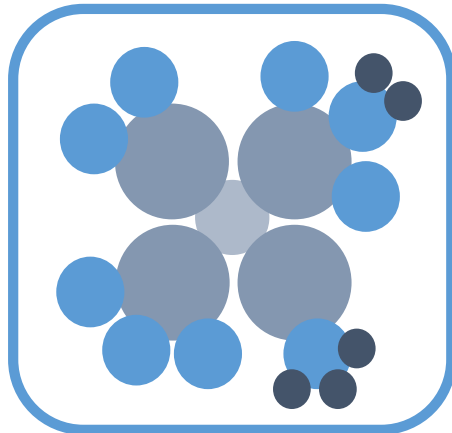
FYI: NVC = non-violent communication

# What is sociocracy?

Basic concept: **no one ignored**

Processes that support the values of **transparency, effectiveness and equivalence**

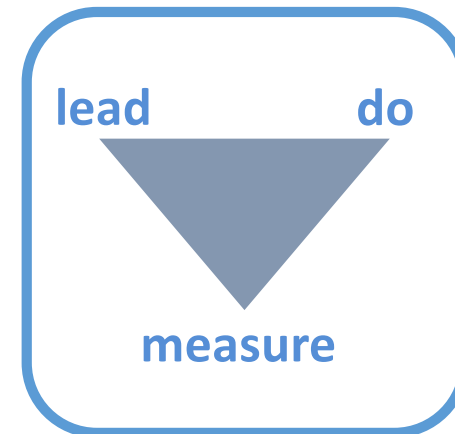
Organizational structure



Consent decision-making



Continuous learning

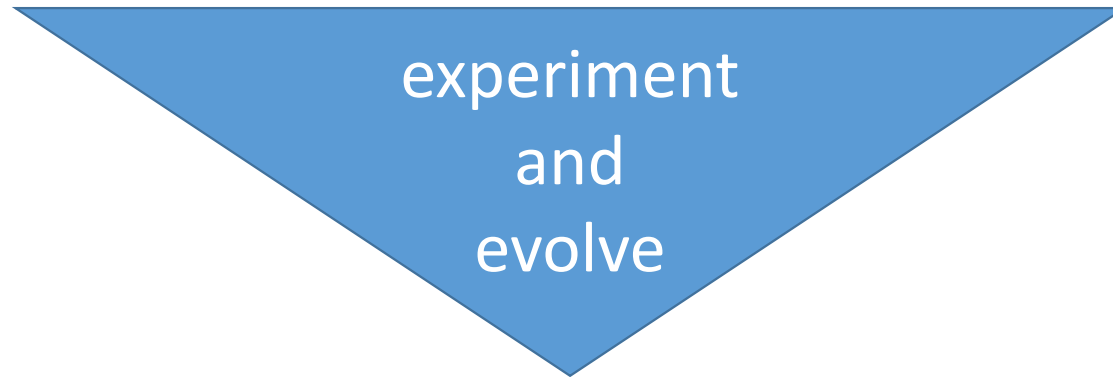


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# Feedback in sociocracy

lead

do



measure



# Feedback in sociocracy

- Workflow feedback
- Product feedback
- Feedback to policies
  - in quick reactions
  - in objections
  - in evaluations
- Meeting evaluation
- Direct feedback to someone
- Performance reviews



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# What is feedback?

- Free gift
- Benefitting both parties
- Information/data



# Why do we give feedback?

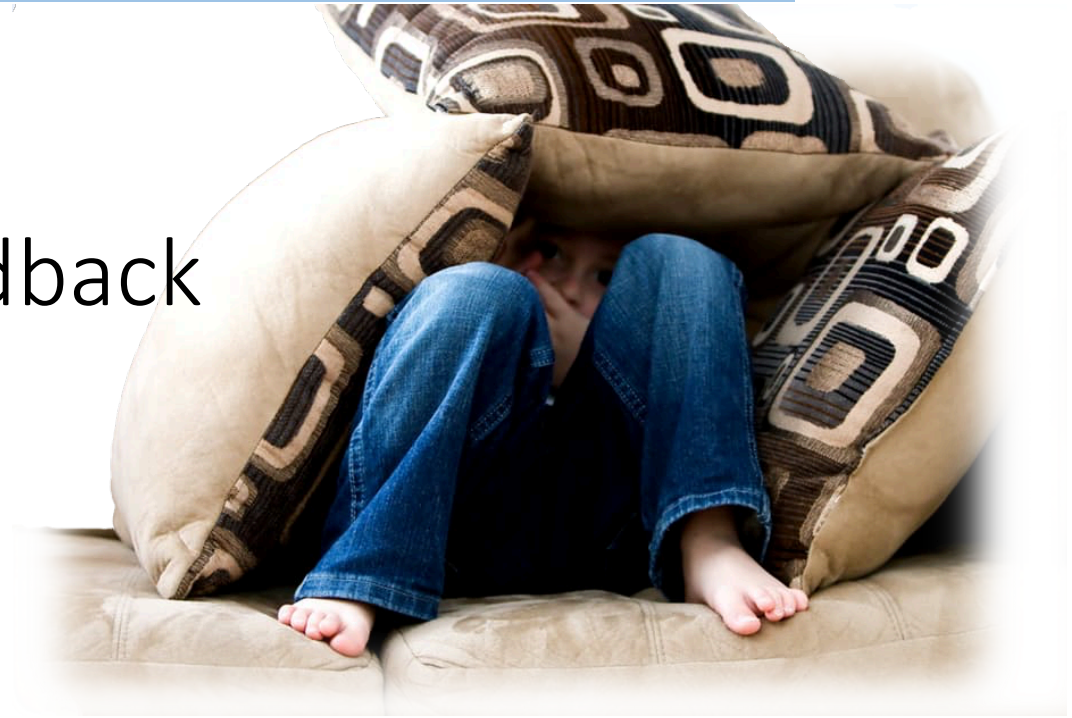
- To grow and to learn
- To make a contribution
- To meet goals
- To move forward
- To align ourselves with our values
- To be self-responsible
- To be self-respectful





## Why is receiving feedback so hard?

- Because feedback in the existing model contains judgement.
- Defensiveness comes from a desire to be seen and accepted



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# Why is giving feedback so hard?

- Because we know it is so hard to receive, based on the existing model



# Collaborative change

## Giving effective feedback:

- ✓ Process what happened with someone first – what was important to you during the event?
- ✓ Fill out this form.
  - Use observational language, refer to specifics to support understanding
  - Invite feedback in the other direction
- ✓ Check if there is willingness to receive feedback
- ✓ Find a good channel to give feedback (in person, phone, letter)



Collaborative culture change  
[www.sociocracyforall.org](http://www.sociocracyforall.org)



Dear \_\_\_\_\_

My experience:

What I appreciate:

What I was hoping for:

With care and respect, \_\_\_\_\_

## Receiving feedback

- See this feedback as what it is: data.
- If feedback is hard for you to receive, find someone to go over it with you.
- Stay in choice about how you are taking in this information, and how you respond to it.

# My experience:



= What I am feeling and needing

- What I witness *externally*. I see/hear/...
  - “I heard the volume increase.”
  - “Two people talking at the same time.”
  
- What I witness *internally*
  - “Me feeling tense.”
  - “I shut down.”
  - “I was losing attention.”
  - “I was longing for a sense of connection”

Collaborative change

**Giving effective feedback:**

- ✔ Process what happened with someone first – what was important to you during the event?
- ✔ Fill out this form.
  - Use observational language, refer to specifics to support understanding.
  - Invite feedback in the other direction.
- ✔ Check if there is willingness to receive feedback.
- ✔ Find a good channel to give feedback (in person, phone, letter).

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Dear \_\_\_\_\_

My experience:

\_\_\_\_\_

What I appreciate:

\_\_\_\_\_

What I was hoping for:

\_\_\_\_\_

With care and respect, \_\_\_\_\_

**Receiving feedback**

See this feedback as what it is. Give it. If feedback is hard for you, do not make that someone else do over it with you. Stay in control about how you are taking in this information, and how you respond to it.

# I appreciate...


= What I am guessing you are feeling and/or needing...

- “I like that you stand up for your values.”
- “I appreciate that you are so honest.”

**Collaborative change**

**Giving effective feedback:**

- ✓ Process what happened with someone first – what was important to you during the event?
- ✓ Fill out this form:
  - Use observational language, refer to specifics to support understanding.
  - Include feedback in the other direction.
- ✓ Check if there is willingness to receive feedback.
- ✓ Find a good channel to give feedback (in person, phone, letter).

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Dear \_\_\_\_\_

My experience: \_\_\_\_\_

What I appreciate: \_\_\_\_\_

What I was hoping for: \_\_\_\_\_

With care and respect, \_\_\_\_\_

**Receiving feedback**

- See this feedback as what it is: data.
- If feedback is hard for you, do nothing. Find someone to go over it with you.
- Stay in control about how you are taking in this information, and how you respond to it.

# What I was/am hoping for

- Next time...
- I wish we had...
- Would you be willing... (request)
  - “I would love to hear how what I just said landed on you.”
  - “I wish you could say when judgements are occurring.”
  - “I was hoping you could say ‘I am having judgements now based on my..’”



Sociocracy For All

Collaborative change

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**Dear** \_\_\_\_\_

My experience:

What I appreciate:

What I was hoping for:

With care and respect, \_\_\_\_\_

**Receiving Feedback**

See this feedback as what it is: data.  
If feedback is hard for you, to receive, find someone to go over it with you.  
Stay in touch about how you are doing in this information, and how you respond to it.

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## Q&A

- What needs clarification?
- Situations where you wonder how to give feedback?



# Your turn!

What we'd like you to do:

- Breakout group
- Assignment: Give us feedback.

Participating in this webinar, I felt....  
It met/did not meet my need for....  
Appreciations?  
Requests?

We want you to experience what it is like to give feedback without judgement!






# More learning sociocracy

## Sociocracy through SoFA



- Videos! 
- SoFA webinars
- Sociocracy Leadership Training
- ELC (study group video curriculum) starting in mid March
- Manual to be published in late summer



# More learning

- Non-violent communication:
  - Marshall Rosenberg. Non-violent communication.
  - Miki Kashtan's books
- BayNVC, New England NVC
- NVC academy

