

November 2012

Leadership Insights

Feedback Improves Performance

In order for leaders to improve their performance they need clear, specific, and concise feedback that enables them to understand how they are leading, how their leadership is impacting others, and the steps and actions they can take to correct problems/issues so they can improve their leadership and outcomes.

What Kind of Feedback

Most leaders have good intentions as to how they wish to lead and the type of leader they want others to see them as, but unfortunately there is often a stark difference between the good intentions of leaders vs. the actual outworking of their leadership. Good feedback provides objective and specific feedback together with invaluable insights for leaders in 3 important areas:

1. **Capabilities**—how they are actually being seen to lead across important leadership capabilities such as Decision Making, Communication, Coaching, Implementing Change, and Team Development
2. **Behaviour**—how their behaviours and mannerisms impact on how well they engage and interact with their people, peers, customers, stakeholders and others

3. **Strengths/Development Areas**—identify and clarify areas of strength, while uncovering other areas that may be causing problems/issues, and which need to be addressed and corrected.

360° Leadership Feedback

When leaders receive 360° Feedback from themselves and others it provides objective and specific feedback to improve their leadership in 3 key ways:

1. **Leadership Capabilities**—identifies areas they are performing well in, and areas requiring improvement
2. **Leadership Behaviours**—identifies how their actions and behaviours +/- impact on their plans and people
3. **Action Plans**—enables the formulation of actions that focus on further leveraging their strengths, and address areas requiring correction and improvement.

Leadership Development:

Eastview specialises in equipping leaders with **360° Leadership Assessments** that provide leaders with objective and comprehensive self/360° feedback into their performance across key leadership areas.



About Eastview

Eastview specialises in Transforming and Elevating the performance of leaders by delivering incisive, strategic and results-changing Leadership Development Coaching, Assessments, Workshops and Programs which are:

- Individually Designed** - to address your specific challenges, opportunities and organisational requirements
- Strategically Planned** - to align with your strategies, competencies, performance measures and culture
- Incisive in Content** - using world-class resources, comprehensive content and extensive experience
- Results-Changing** - through focused application and addressing barriers to improvement
- Excellent Value**

Contact

For more information about Eastview please contact John Davidson on:

Phone: 0424 056 427
Office: 02 4950 0380
Fax: 02 4950 0220
Web: www.eastview.net.au
Email: john.davidson@eastview.com.au