

THIS MONTH FEATURES...



ATYAASAA SPEAKS

Insights into nurturing performance through the power of feedbacks and feedforwards.



FOUNDER'S ARTICLE

Niket Karajagi shares his thoughts on feedback and feed forward and its essence in growth.



OD ENTHUSIAST'S ORATE

Gayatri Subramanian expounds on feedback to feedforward - a gear shift!

Atyaasaa

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KNOWLEDGE BEANS

A HUMAN RESOURCE NEWSLETTER



ATYAASAA SPEAKS

NURTURING PERFORMANCE THROUGH THE POWER OF FEEDBACKS AND FEEDFORWARDS

Human beings are "types" as categorized by Jung in his theory of personality types, which later became popularly known as the MBTI Instrument. As per him, we are ultimately products of "Nature and Nurture." We must, therefore, develop systems in organizations for "Nurturing" to be effective. "Nature" is a part of our physiology, which can be either helpful or it may be unproductive. "Nature and Nurture" ultimately manifests themselves in the outer world as behaviours.

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THE EDITOR'S MESSAGE

This issue focusses on **Power of Feedback and Feedforward**. Behavioural corrections are fundamental to performance but lack the requisite focus. Boosting performance by focussing on correct behaviours accentuates the true capability which otherwise exists as mere potential in your teams.

The theme for next month is **Dealing with Toxic Employees and Unproductive Team Behaviours**. Toxicity creates bad branding, untenable culture and dents performance. Organizations are facing serious challenges owing to toxic employees and are working towards finding correct mechanisms to deal with them. Ethical violations not only damage brand image but invite punitive actions with serious repercussions. Complexities of social fabric and excessive result orientation are creating undesirable behaviours, which if remain unchecked will create serious implications to businesses. We deal with this topic in the next issue with intent to help leaders understand root causes and the cure for toxicity in teams.

If you share a passion for the topic, have a flair for writing and would like to share your views, you can send us a 350 word article with your brief profile along with your photograph in jpeg format to atyaasaeditor@atyaasaa.com

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BUSINESS COACH
Niket Karajagi

LOCATION DATE
Mumbai, India Mar 4-5, 2017

WHO SHOULD ATTEND
Inspired and Aspirational HR Professionals



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TITLE OF THE MONTH EMPLOYEE DIALOGUE THROUGH PYGMALION EFFECT

BUSINESS COACH
Niket Karajagi

LOCATION
Webinar

TIME / DATE
3PM-4PM, Mar 16, 2017

WHO SHOULD ATTEND
Inspired and Aspirational Business Heads & HR Leaders



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◀ from previous page | **ATYAASAA SPEAKS** : NURTURING PERFORMANCE THROUGH THE POWER OF FEEDBACKS AND FEEDFORWARDS

Performance is a result of appropriate correction or development of behaviours through feedbacks. A behavioural measurement based learning intervention also aims at development and correction of behaviours ultimately. An organization and its performance show a strong positive correlation to collective behaviours. Unfortunately, we tend to focus on results without corrective and nurturing mechanisms for behavioural change.

Following steps will help organizations build a culture of feedback and feedforwards:

1. Leaders must take responsibility for implementing behavioural changes at all levels. Organization culture can get interpreted very deceptively and members can protect unproductive behaviours under the garb of so called "Our Culture."
2. Groom leaders on human behaviours. They must become techno-people managers. The fact is; people create results through their manifested behaviours only.
3. Do create a behavioural framework of success for the organization and make it your DNA. Activate your competency framework in all aspects of business irrespective of organization size.
4. Create "controlled" environments in your organization for people to become "wired" for giving and taking feedbacks and feedforwards."
5. Develop your managers as "Performance Coaches."
6. Convert all "tea room conversations" into productive feedbacks.

Leaders must also focus on their team's inherent behaviours of success. An input well in advance will always boost performance. Feedforwards tend to be more productive and rewarding. Make leaders accountable for the performance of their teams. The only exceptions here being "toxic employees."

Invest time in feedbacks and feedforwards in regular reviews and make them as frequent as possible. After all, it is better to correct than live with issues. Make feedbacks and feedforward a part of your DNA. Build dashboards to measure a behavioural change of each team member. This brings in accountability to personal change.

Feedbacks and feedforwards must become the inherent "nature of organizations for nurturing performance." Performance has an uncanny nature of plateauing and only change of behaviours will peak performance. Make a choice "Plateau or Perform." **E**



FOUNDER'S ARTICLE



Niket Karajagi is the Founder Director of Atyaasaa, which contributes to the top corporate brands globally. He is a business psychologist, a coach and an organization transformation facilitator with niche areas of expertise and contributions. Niket is an authority on creativity and innovation, emotional intelligence and statistical methodologies apart from his operations background in understanding management processes.

FEEDBACK AND FEED - FORWARD THE ESSENCE OF GROWTH

The Universe operates on the phenomenon of feedback and feed-forward. Every action of ours creates a reaction, which is essentially a silent feedback that nature provides us. Feed-forward is the growth message for us for future delivered in the present by our self-awareness or our well-wishers. So the question is how do we make this a conscious integral part of our lives?

First and foremost one has to understand that our mind reasons with us on every count. It can justify everything. Often, owing to the speed of our life and successes we do not give ourselves time to reflect on our actions and behaviours. So it is a discipline one needs to inculcate.

Let's look at reasons why it is not a "nature" to be open to feedbacks and feedforwards.

Feedback:

- A. Our successes create ego that makes us fragile. We are thus too weak to face up with feedback. It creates inner turbulence.
- B. To receive feedbacks, we must have high self-worth, which is an aspect of superior success that we create in our lives. People suffer from low self-esteem, which is another cause of resistance to feedback.
- C. We have only faced reprimand in our lives. Nobody taught us how to cope with feedbacks.
- D. Finally, we become so significant in our own "space" that we feel no one is competent to give us any feedback, which is certainly a humility issue.

Feedforwards:

- A. We don't spend productive time with people for them to see our positives or potential behaviours.
- B. Even if we do spend the time, we do not understand the importance of feedforwards.
- C. At times feedforwards make us feel awkward. It feels unnatural. It is not a part of our being.

Feedbacks and feedforwards have to be on demonstrated behaviours. In every relationship candidness is a mark of effectiveness and trust. Diplomacy creates decay. We must nurture friends and colleagues in our lives, who can give us direct inputs on our behavioural strengths.

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◀ from previous page | **ATYAASAA SPEAKS** : NURTURING PERFORMANCE THROUGH THE POWER OF FEEDBACKS AND FEEDFORWARDS

Please understand every feedback is correct, as it is a seen behaviour. A feedforward is corrective in advance or even a potential behaviour of success practiced with low frequency or intensity.

Like Jung, the famous psychologist stated that every person is a combination of “nature and nurture.” Feedbacks and feedforwards work on both. That’s how a human being evolves. When we stop taking feedback, we are lost in the woods. We can’t track our paths correctly. Course correction in life at all stages is a must.

Make feedbacks and feedforwards a part of your essence. If you are committed to your goals, you will surely see the benefit. For the goalless, it is just another fancy conjecture. **E**



FEEDBACK TO FEEDFORWARD - A GEAR SHIFT!

Before plunging into the fathoms of the subject matter; two capitalized words from different statements would effectively illustrate the key difference between a ‘Feedback’ and a ‘Feedforward’ mechanism.

“Sam! Your ‘LAST’ presentation was an absolute mess and it just went right over the top!”

“Sam! You could make your ‘NEXT’ presentation more intuitive by using communicative tools that actually work!”

Feedbacks usually orbit around taking a time machine back into time and looking into ‘what went wrong’. However, feedforwards take a leap into the future and bring to your platter, aspects that deal with ‘how to make it right’!

Here’s a look into the five genuine reasons that prove that Feedbacks (FBK) will soon become a thing of the past and Feedforward (FFW) is all set to take the center-stage!

1. Feedforward is futuristic and focusses on ‘what is takes to do it right the next time’. Feedback grinds the happenings of the past making it a bitter experience for the employees, at times. It makes them less of listeners and more of retaliators who are up with their shields in defense.
2. FFW builds an open environment with opinions pouring in from random individuals which makes the learning experience more enriching and enjoyable. FBK is constrained within the four walls of the room making the process of assessment less conducive and more crippled.
3. People with a greater liking for optimistic inputs prefer FFW in comparison to FBK. Employees tend to take FFWs in the right sense since it doesn’t disturb their personal chords, unlike FBK which gets perceived as a powerful attack on an individual’s root thinking.
4. FFW puts the point right across the table that help employees to dust themselves up and put themselves back on the saddle. It allows them to become receptors of life changing ideas. FBK, however, tends to put them into a shell and occasionally disables their ability to think out of the box.
5. FFWs function exactly like FBKs with the difference that you have more people listening attentively on the receiving end. FFW has more to do with performance than people themselves. FBK tends to lose out on this, being more people inclined.

Transiting from a feedback to a feedforward; signifies an assertive phase shift in the mindset that has been deep seated since long. Though FBKs have become an indispensable part of an organization’s assessment system; FFWs is sure to steal the limelight with its revolutionary approach. It’s a risk worth taking at a chosen juncture!

The time might be just right to take a leap ‘FORWARD’ without looking ‘BACK’! **E**

OD ENTHUSIAST’S ORATE



Gayatri Subramanian is a Masters in Computer Science with a rewarding career, however, her thirst for exploring the new is never quenched. Occupying a key position in a budding IT firm, she takes on multi-tasking and role-swapping almost seamlessly. She is a voracious reader that makes her absolutely passionate about writing. Interacting with people, understanding them and bringing out the brighter side of life is something she loves to do. An aggressive thinker and a person with high energy levels, she makes sure that things get done right!



ABOUT ATYAASAA

Atyaasaa Consulting Private Limited is a leading Human Resource Training & Consulting Organization partnering with some of the best brands in the country and overseas. Atyaasaa has been a catalyst and a contributor in their quest for people development and business excellence. The core differentiator of Atyaasaa process is continual innovation, unique customization and use of state of the art technology tools. These are implemented through ethical and experienced operations and human resource facilitators having contribution as their core value.



WRITE TO US

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BEANSTATEMENT

Leadership without feedback and feedforward is like a grand tree with fragile roots