

Seeking Feedback

Supporting Workbook



Building healthier teams

**“My approach to leadership ultimately is,
be yourself. Be relaxed.
Let your personality come through.”**

– Lucy Hill, Physiotherapist

Getting the most out of this workbook

- Print out this workbook to aid in your reflections
- Take a few minutes to watch the episode
- Review the actions to take throughout the workbook
- Reflect on the key phrases that stand out to you
- Think about how you can apply that to your team



Watch the Episode Again

“I wouldn’t say I’m very intense. I like to let people just feel comfortable. Let them feel ready to come to you. And I think that’s always been an approach that has worked for me. I’m here if you need me, I’m an open book. We can be more formal if you need to, but I’m not there to judge you.”

About this quote

Lucy’s leadership style is to let people be themselves. She talks about letting people go out and enjoy the role, to not become carbon copies of their managers. Lucy advocates people finding their own style because they’re not there to copy, they’re there to develop themselves.

Key actions to take / reflect on

- Think about your style. How would you describe it to someone?
- Ask your team how they perceive your style. What do they adopt? What do they leave out?
- Have another look at Ali Fisher’s episode on Personal Impact:
<https://buildinghealthier.co.uk/episode/personal-impact-abc-model/>

“I think it can be very scary asking for feedback. It can always be a bit unnerving to, if you know you’re not doing so well at something.”

About this quote

Lucy is a big advocate of both giving and seeking feedback. When she made the jump to Band 6 one of the first things she did was ask for feedback. Lucy likes to know, sooner rather than later if she’s doing a good job, and where she can improve.

She’s proactive about this and doesn’t sit back.

Key actions to take / reflect on

- Think about how emulating Lucy’s proactive approach to asking for feedback could work for you
- Allocate a space in your 1:1 time to ask for feedback from your manager
- Think about your team and how many of them ask for feedback. Encourage them to do so

“If you’re thinking it, it’d be nice for that person to **have it straight away and they could probably absorb that bit of feedback much easier because it’s just happened.”**

About this quote

Lucy talks about the value of immediate feedback, and she makes the observation that if you’re thinking about something that someone has done, then there’s no time like the present for feedback.

Lucy also talks about focusing on the positives. Of course, there will be times when you must give some constructive feedback about where people can improve. Making sure you focus on the positives as well will give balance, strengthen your relationship, and build trust.

Key actions to take / reflect on

- Think about how you approach giving feedback. Do you deliver as soon as possible, or do you save it up?
- Feedback conversations are only as successful as the strength of your relationship with the person on the receiving end. Our episode on effective conversations and “The Bridge” can help you with this:

[🔗 https://buildinghealthier.co.uk/episode/effective-conversations/](https://buildinghealthier.co.uk/episode/effective-conversations/)

“I think often within the workplace people don’t realise and notice they’re valued. I always think find time to give the negatives but also definitely, definitely find time to give them positive bits.”

– Lucy Hill, Physiotherapist



