

# LINDENWOOD

UNIVERSITY

LEARNING ACADEMY

## THE LEADERSHIP SERIES 2020

# Feedback: Specific & Sincere

RADICAL CANDOR BY KIM SCOTT

Good leaders achieve great results, not by doing everything themselves, but by building and nurturing a team to do so. Scott says, we must excel in 3 key areas:

**Guidance:** soliciting and offering constructive feedback, and encourage feedback between people;

**Team-building:** putting the right people in the right roles and keeping them motivated; and

**Results:** managing the people on your team to deliver results.

## radical candor

In her book, *Radical Candor*, Scott tells us that, as leaders, you must give people clear and honest feedback (praise/criticism) for **their** benefit. The feedback must be given in a manner that helps team members achieve their goals and meet or exceed the high performance expectations you have **clearly** defined.

# CARE PERSONALLY

*Ruinously empathetic*

BE MORE SPECIFIC

*Radically candid*

SPECIFIC & SINCERE

*Manipulatively insincere*

BE MORE SPECIFIC  
& SINCERE

*Obnoxiously aggressive*

BE MORE SINCERE

CHALLENGE  
DIRECTLY

Concept: Kim Scott 2017. [www.radicalcandor.com](http://www.radicalcandor.com)

## care personally

Consider what it looks like to care personally for the members of your team. Do you bring your whole self to work? Do you care about each team member as whole persons with lives and challenges that go far beyond the office? Do you ask your team about their aspirations and then create specific development plans to help them meet those goals? This, is what it looks like to care personally.

## challenge directly

Leaders have to make tough decisions and then hold their teams to high standards. How do you provide/receive feedback? Do you cultivate a safe environment for your team to challenge one another with the goal of solving problems and meeting your high level of expectation for performance? When you challenge others directly and allow your team to reciprocate, you build an environment of continuous growth and improvement.

## results

When leaders model the behavior of caring personally and challenging directly, with specific and sincere feedback, teams will flourish and exceed expectations. Give it a try and let us know about your results by emailing the [LearningAcademy@lindenwood.edu](mailto:LearningAcademy@lindenwood.edu).