

Client: Allstate  
Project: Feedback to Move Forward

**Video 1: Fitting in Feedback**

October 9, 2010

VIDEO	AUDIO
<p><b>Vignette:</b> Vignette: Jim (our employee) sits down at a small round table across from his AOC Manager, a woman.</p> <p>Jim responds with stony silence.</p> <p>Jim, still not answering, starts fumbling in his briefcase.</p> <p>Jim pulls out his iPhone and starts playing a game.</p>	<p>Mgr (gently, but with subdued frustration): Jim, I need to talk to you about feedback. You know you're not following through with your people on this.</p> <p>Mgr (gaining intensity): How can you possibly lead your team without a healthy give and take of communication?</p> <p>Mgr: . . .you've got to hear where people stand and let them know what your expectations are . . . (she stops mid sentence).</p> <p>Mgr (disturbed): put the phone away. Jim . . .</p>



	<p>right, I do need to give feedback. I'm frustrated with the performance of my team but I never know when to talk to them. Now I realize I can give them feedback while they are working, without a lot of drama, so they can understand exactly what I'm talking about and act on it. They'll do a better job and I'll feel a lot better about my team.</p>
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