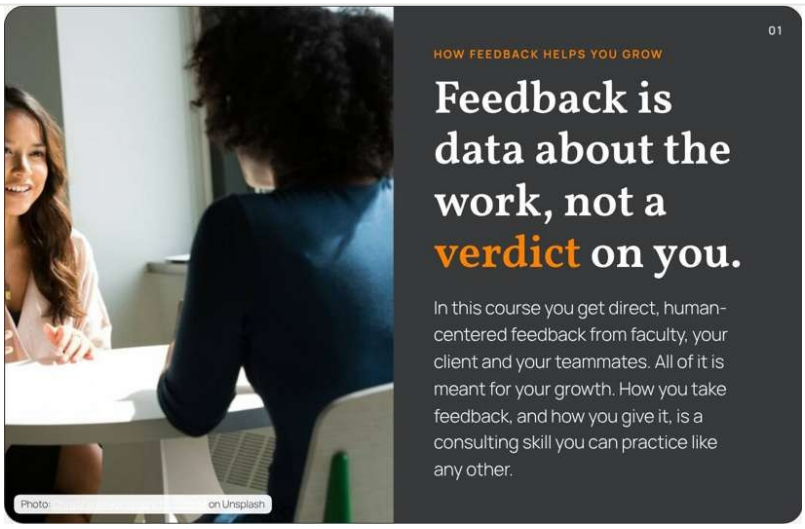
BUAD 497 · SLIDE NOTES

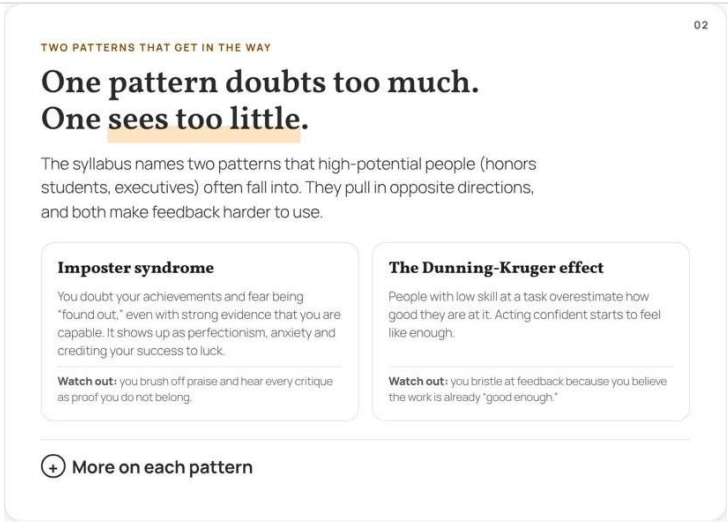
Feedback, Imposter Syndrome and Blind Spots

Each slide is on the left. Type or write your notes on the right. https://julesmorrisphd.com/teaching/smith-gls/buad-497/feedback-growth/



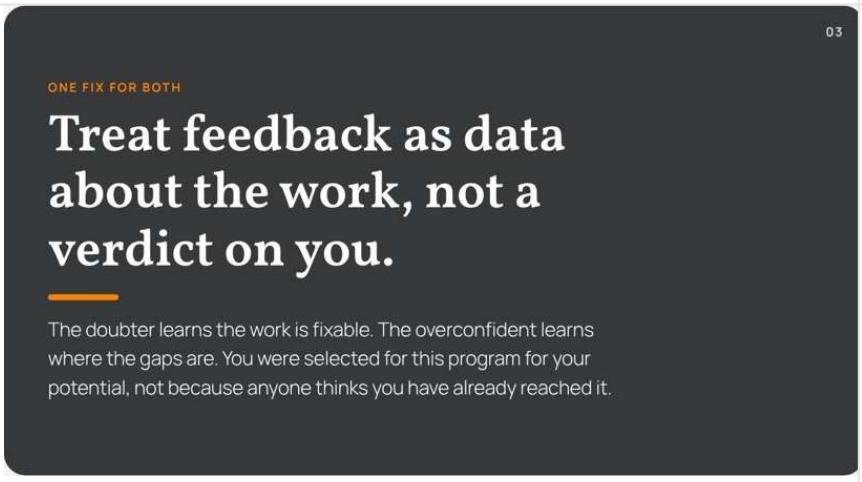
My notes

Slide 1



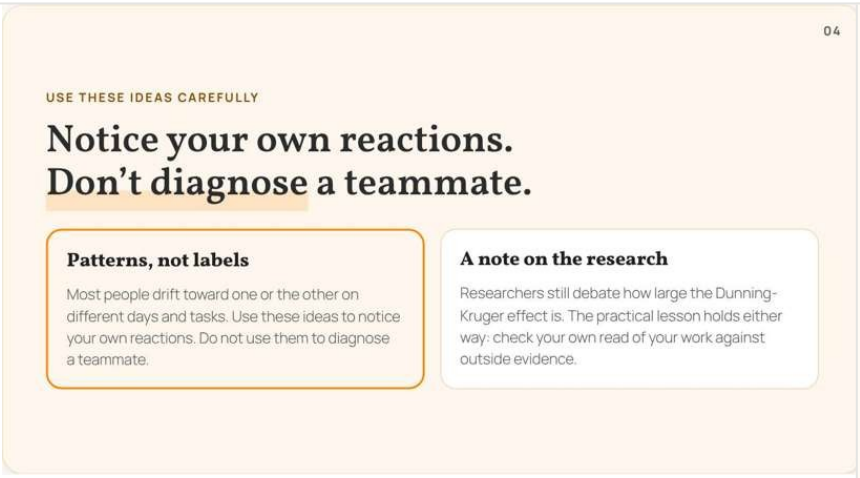
My notes

Slide 2



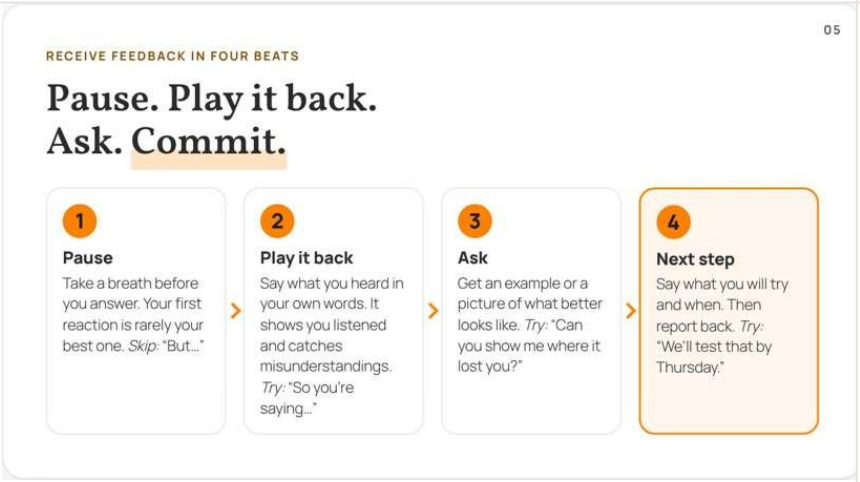
My notes

Slide 3



Slide 4

My notes



Slide 5

My notes



Slide 6

My notes

WHEN THE CLIENT PUSHES BACK

Pushback in a meeting is cheaper than a failed pilot.

A client who questions your work is giving you access to what they know. Use the four beats, then go back to your evidence.

- ⊕ Delivering a hard finding to a client: five moves and a worked example
- ⊕ When feedback conflicts: the client says one thing, faculty another



Slide 7

My notes

08

GIVE FEEDBACK YOUR TEAM CAN USE: MAKE IT HUMAN-CENTERED

Make it specific, kind and on time.

- **Be specific.** Point to the slide, the sentence or the moment.
- **Aim at the work.** Talk about the draft, not the person.
- **Be kind and clear.** Vague and nice helps no one. Clear and respectful does.
- **Be timely.** Feedback on Tuesday beats feedback after the deadline.
- **Ask first.** "Want my take on the poster?" makes it easier to hear.

Slide 8

My notes

09

TWO FORMATS THAT WORK

Two simple shapes for useful feedback.

SBI

Situation, Behavior, Impact

A model from the Center for Creative Leadership: when it happened, what you saw, what it caused.

For teammates

3

I like, I wish, What if

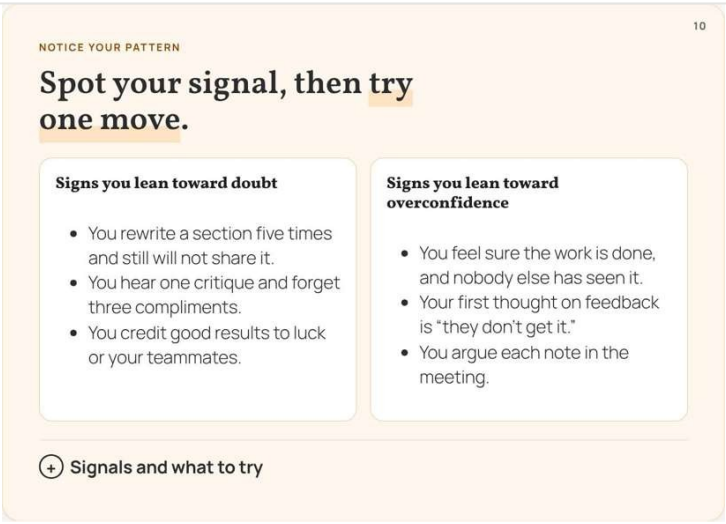
A common design studio format for critiquing a prototype: one strength, one gap, one new idea.

For prototypes

- ⊕ SBI, worked example: turning a vague complaint into feedback a teammate can act on

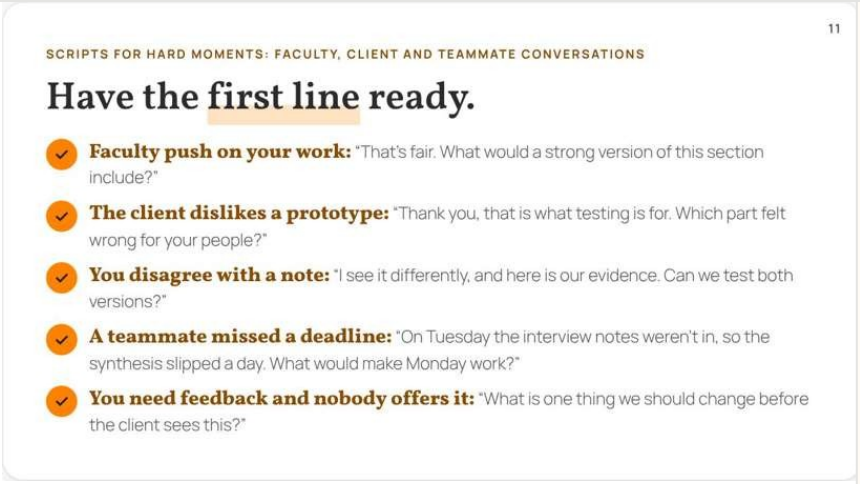
Slide 9

My notes



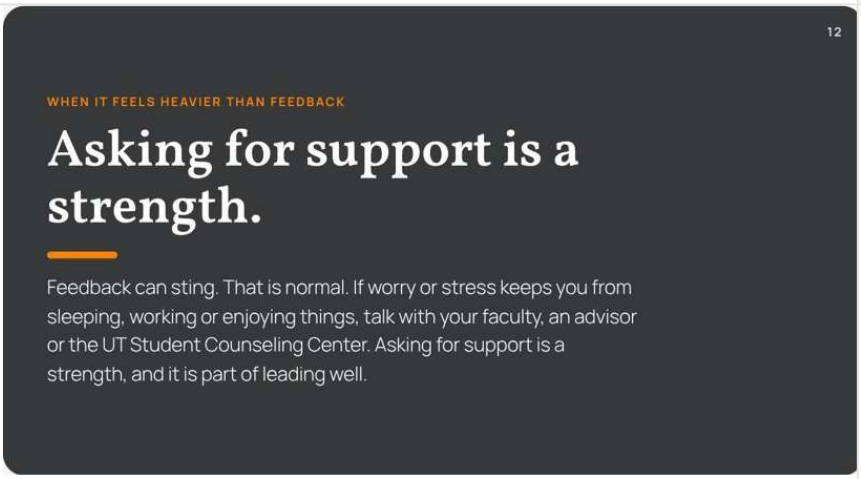
Slide 10

My notes



Slide 11

My notes



Slide 12

My notes