SIPP for celebrating success

SIPP stands for: Sincere, Incident based, Person focused and Positive.
The idea is that a person learns from their mistakes but grows from their successes. This is a model to provide positive feedback.

Try this with your team if you want to develop them. Get them to sit in a circle. Set the context as practising giving feedback and sharing SIPP. Ask questions about how to recognise if someone is being sincere e.g. open body language, eye contact. Explain incident based feedback: it needs to be specific. Give examples, focus on the positive qualities, and for example make it personal by talking to the person using their name. Finally confirm the giver and receiver are to look at each other without desks, files etc. in the way.

The receiver can only say thank you.

Now allow the team time to capture positive feedback about each person on the team.

Select a person to start receiving feedback from colleagues and ask someone to make a note of it. Then go around the circle giving each person the chance to give feedback along the lines of "What I like about you is…." If anyone begins to give negative feedback remind them it is positive only. Likewise if the receiver starts to say anything but 'thank you' remind them they can only say 'thank you'.

A team review tool: W3

- W1: What worked well?
- W2: What did not work well?
- W3: What could we do differently next time?

Set the reviewing context e.g. an event, a meeting, a customer review.
Ask the team to think about it and then write down 10 things that worked well, 5 things that didn't and 5 things that could be done differently next time.

Ask each person to highlight their top 2 things that worked well, their top 1 that didn't and their top 1 to do differently.

Invite everyone in turn to share their top strengths and capture them. Then do the same for what did not work well and capture this and finally do the same for the top do differently.

Typically, organisations start with "what did not work well" or 'blame storming' as it can be called. The advantage of using this process is that you allow reflectors time to think things through and extraverts to quietly reflect before

talking things through. You ensure best practise is captured and also volunteers are motivated to change because they have come up with the ideas and therefore own them.

Mostly people know what didn't work well so this avoids a situation where you, as their manager, appear to be blaming. It also ensures volunteers are positively motivated to change and don't lose sight of all the good things they did achieve and want to repeat.

SLC: Success, Learn, Change

If you then want to add further focus to the review you can also use SLC. This can be done independently or after a W3 review has taken place. SLC stands for Success, Learn, and Change.

As with What Worked Well you can set this up individually so that people capture top 5 personal successes, top 2 learns and top 1 change. As before this gives people a chance to talk about their successes, highlight their learning and to pick one thing that could most improve or change their performance next time.

The benefit of this model is its clarity and simplicity. By focusing on a few things there is a greater chance of implementing them and achieving change in the future.

AID

A - Action (What the person did) I noticed you have been arriving late for volunteering recently.

I - Impact (The impact of that action) what this means is that the client you are working with is left hanging around and they are worried about whether you will be there.

D - Do (what you would like that person to do now) what do we need to do to ensure that you are able to arrive on time in future?

AID can be used for both developmental and motivational feedback, however it is a really useful model to help you prepare what you want to say before a meeting that you anticipate might be challenging. It's also a great approach to use with volunteers, because it really explains the full situation and how their actions impact upon the bigger picture.

Being aware of how we receive feedback can help us to think about how we need to deliver feedback to others. We have probably all been in situations with a manager where feedback hasn't been delivered in the best possible way, and these past experiences can create a resistance to receiving developmental feedback in particular.

Using the feedback matrix below, we can understand how we feel about feedback and identify what's useful about the feedback we are receiving.
It can also support you to work with your volunteers to develop a feedback culture within your volunteering programme:

Feedback Matrix

	Expected	**Unexpected**
Positive	• How can I celebrate this aspect of myself? • How can I use this skill to improve my productivity or personal satisfaction? • How can I use the skill to help others who are not as strong?	• Why was I surprised to hear this? • What previous experiences might have caused me to forget or dismiss this strength or ability? • How will I celebrate this newly discovered skill? • How can I use this skill to improve?
To develop	• What actions have I already taken to address this concern? • How successful were those actions? • What else do I need to examine and/or change to achieve the results I want? • If I don't make the necessary changes, how will this impact on my volunteers, my role or my life in general?	• What other information do I need to make sense of the feedback? • What support do I need to deal with the implications? • What plan can I put in place to make small, achievable changes in the short term? • How will improving this impact other areas of my work/life?

Volunteer Centre Warrington

Feedback Matrix

	Expected	Unexpected
Positive		
To develop		