

Connecting

DECEMBER 2021

NEWS FOR MANAGERS & MECHANICS

4 Ways to Improve Your Feedback Style As A Leader

Giving feedback is an essential part of a leader's role.

It shouldn't be overlooked, but it can be a complex task, as it's not always well received. Sometimes people want to improve, but they can't handle the constructive feedback required.

Feedback can improve performance, enhance trust and respect, and advance the achievement of mutual goals. Misused, it can be toxic to relationships, teams and culture. Criticism can embody fear, create environments where people feel like they are being attacked and rock people's confidence and self-esteem. It can carry an intent of belittlement, embarrassment and harm.

At times, delivering constructive feedback can be difficult: There's a fine line between feedback and criticism. Yet one Harvard Business Review study found that employees preferred constructive feedback (57 percent) to praise or recognition (43 percent). As a leader, giving and receiving feedback when things are going well is often easier. It can be tricky when an employee grates on you or is under-performing. Feedback requires artistry.

Here are a few ways to offer helpful and well-intended feedback.

Ask permission

Before offering feedback, ask your employee if it's okay for you to do so. Prefacing the interaction with courtesy, respect and transparency sets the right tone, allowing you to deliver your feedback freely. When you lead the conversation with an intent to be kind and compassionate, you set the stage for growth and conversation.

Feedback isn't indicative of anyone's value as a person

When workplace conflict has arisen, or processes go haywire, considerate leaders confront the problem, not the person. Focusing in isolation on the person creates a defensive dynamic, where people perceive a personal attack, often distracting from the real issue. Feedback must involve suggestions for improvement within the context of the challenge. For instance, if a staff employee presented an unmotivating presentation that did not engage the team, rather than providing feedback that the production was "boring," focus on how using a picture and story to highlight the key message within the presentation may be more engaging.

Approach with tact and humility

HBR research reported that 69 percent of managers were not comfortable giving feedback, and 37 percent would not give critical feedback at all. When delivering unfortunate news to an individual, especially to someone you are frustrated with, imagine speaking to someone you respect. When you are conscious of how another person may feel upon hearing feedback, you will approach him or her with honesty, kindness and respect. If you overhear one of your employees delivering some terrible advice, you don't come out and say, "Your advice was crap." You guide them in the right direction.

Every piece of feedback offers an opportunity to improve

Leaders create pathways and build cultures for learning to reinvent, renew and pivot consistently. Officevibe's research reveals that when managers nurture a culture of feedback, there is a higher chance of cultivating an environment where people feel that they can express their views and innovate.

How you deliver and receive feedback determines whether your employees will follow suit. As a leader, demonstrating composure, patience and executive presence sets the tone of the culture, reflects your character and creates the expectation that feedback can be shared without fear of retribution. When feedback is viewed as neither good nor bad, it serves as a bridge, allowing employees to get where they'd like to go.

Remembering Paul Davis



His exterior may have seemed gruff but he was a really a marshmallow on the inside. A hardworking man with "Hands of Stone" He was honest and reliable and could be counted on when things were difficult. He will be missed by his East Central family and throughout the 4.0 family.

Paul will be laid to rest
March 11th—Visitation
March 12th—Funeral

Cards can be sent to:
Angie Davis
49651 1st Ave
Markville, MN 55072



Leave everyone and everything better than we found them—Mike Hennek

4.

Connecting

WELCOME

OUR NEW MECHANICS:

Ben Vlaminck - Minneota
Wyett Andrews—Eden Valley
Mark Raatz - North Branch

DATES TO KNOW

- DECEMBER 24-31—CHRISTMAS BREAK—4.0 HOLIDAY
- JAN 1—CELEBRATE THE NEW YEAR—4.0 HOLIDAY
- FEBRUARY 24TH—MINNESOTA BUS DRIVER APPRECIATION DAY

BIRTHDAYS

DECEMBER

29th—Dutch Pierce
30th—Wendy Armstrong

ATTENTION MANAGERS

Submit all payroll data for December 30th (12/1 thru 12/15) payroll to ABDO no later than

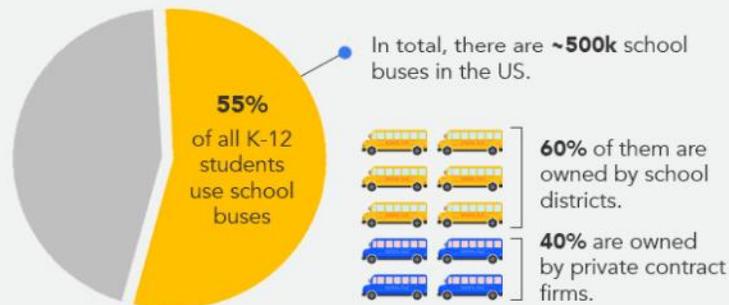
December 16th, 2021

to ensure timely and accurate processing and delivery.



The school bus market: A snapshot

More than 25m students in the US rely on school buses to get to class



Every year, districts spend a collective \$22B on transportation — about what Americans spend annually on Valentine's Day.



BY DECEMBER 15TH

These lists must be submitted as **EXCEL spreadsheets** (not in google drive) to Dan

CDL DRIVER CLEARINGHOUSE LIST

This list must include the following information:



- Full name
 - Date of birth
 - Driver's License Number (no dashes)
- Make a note if it is not a MN driver license*

CURRENT DRIVER LIST

One for CDL drivers and one for Type III drivers
For DVR's and 1st period Random Testing

This list must include the following information:

1. Full name
2. Driver's License Number (no dashes)

DID YOU PASS THE TEST FOR FOLLOWING DIRECTIONS? HAHHA.....I HOPE SO!



MORE NEW BUSES ARE ROLLING IN FOR LETTERING!





DECEMBER



Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3 PAYROLL	4
5	6 PO LISTS DUE	7	8	9	10	11
12	13	14 	15 SCHOOL DIST. BILLING DRIVER'S LISTS DUE <i>Mechanics Lunch</i> 10:00am FOGO	16 PAYROLL DUE EARLY! TURN IN BY THE END OF THE DAY	17 PO LISTS DUE	18
19	20	21 <i>Managers Meeting</i> Seven Hills 9:00am 	22 	23	24	25
26	27	28	29	30	31 	
Enjoy the Holiday Break!						