

## FIVE-STEPS CONVERSATIONAL FEEDBACK

	WHEN <b>GIVING</b> FEEDBACK...	WHEN <b>RECEIVING</b> FEEDBACK...
<b>1. PREPARE</b>	<ul style="list-style-type: none"> <li>• Is this the...Right person? Right time? Right place?</li> <li>• What's my goal? Is the person ready?</li> </ul>	<p>Prepare to be open and curious.</p> <p>Am I ready to receive feedback?</p>
<b>2. OPEN THE DISCUSSION</b>	<p><b>tone:</b> What is the atmosphere like? How can I make it supportive/safe?</p> <p><b>topic:</b> What is this about? (topic, purpose, behaviour)</p> <p><b>type:</b> What am I aiming to do?</p> <ul style="list-style-type: none"> <li>• SHOW APPRECIATION</li> <li>• GIVE EVALUATION</li> <li>• PROVIDE SUGGESTIONS/FEEDFORWARD</li> </ul>	<p><b>tone:</b> How am I feeling about having this conversation?</p> <p><b>topic:</b> What is this about? (topic, purpose, behaviour)</p> <p><b>type:</b> What am I hoping to gain?</p> <ul style="list-style-type: none"> <li>• APPRECIATION</li> <li>• EVALUATION</li> <li>• RECEIVE SUGGESTIONS/FEEDFORWARD</li> </ul>
<b>3. EXPLORE</b>	<ul style="list-style-type: none"> <li>• Clearly describe history, observable facts, behaviour</li> <li>• Show appreciation</li> <li>• Share expectations and concerns</li> <li>• Explore cause-and-effect (intention and impact)</li> <li>• Be curious - Ask OPEN questions</li> <li>• Acknowledge feelings and emotions</li> <li>• Clear up assumptions and misunderstandings</li> <li>• Acknowledge your part in the situation</li> <li>• Manage the process: Stay on topic, separate new issues, paraphrase and summarize</li> </ul>	<ul style="list-style-type: none"> <li>• Listen for concerns</li> <li>• Acknowledge differences</li> <li>• Ask questions to learn more</li> <li>• Ask for examples</li> <li>• Demonstrate what you understand (paraphrase)</li> <li>• Be honest about how the feedback affects you</li> <li>• Share your perspective</li> <li>• Share your intentions, acknowledge impacts</li> <li>• Share your expectations</li> <li>• Take responsibility for your part in a situation</li> <li>• Give thanks for the feedback</li> </ul>
<b>4. PROBLEM-SOLVE</b>	<ul style="list-style-type: none"> <li>• Summarize - what is now important</li> <li>• Assess the person's willingness try something different</li> <li>• Make suggestions</li> <li>• Generate solutions together</li> </ul>	<ul style="list-style-type: none"> <li>• Without judgment or evaluation, are you open to ideas?</li> <li>• Are you willing to try a new or different approach?</li> <li>• Do you have some ideas yourself?</li> </ul>
<b>5. BUILD OUTCOME</b>	<ul style="list-style-type: none"> <li>• Reality-check the ideas</li> <li>• Clarify commitments</li> <li>• Recognize and record decisions</li> <li>• Determine an Action Plan: WHO, WHAT, WHERE, WHEN, HOW</li> </ul>	<ul style="list-style-type: none"> <li>• Be clear about what you commit to doing</li> <li>• Clearly state and record decisions</li> <li>• Determine an Action Plan: WHO, WHAT, WHERE, WHEN, HOW</li> </ul>
<b>TIPS:</b>	<ul style="list-style-type: none"> <li>• Give feedback soon after the event, when the person is ready.</li> <li>• Preserve dignity. Be respectful.</li> <li>• Separate behaviour from identity (avoid labelling)</li> <li>• Speak for yourself (not others)</li> <li>• Avoid "hit and run" feedback</li> <li>• Be willing to learn as well as share</li> </ul>	<ul style="list-style-type: none"> <li>• Take the position of learner</li> <li>• Consider it a gift, not an insult</li> <li>• Listen for the sender's experience (feedback is autobiographical)</li> <li>• Take the feedback as information, not definition.</li> <li>• Stay open to discussion and learning beyond this conversation.</li> </ul>