

Five Steps for Conversational Feedback

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