GIVING AND RECEIVING FEEDBACK

1. THE MICRO-YES

Begin with a short but important question to let the brain know feedback is coming and creates buy-in. Ex: "I have some ideas of how to improve the process. Can I share them with vou?"

heard with only objective words. 'unproductive' or 'great work'. e Micro-Yes Question that signals intent and can improve thin allows seen or receiver heard autonomy to give permission Because really didnitget liked ... message. because. mitment couldn't do X it helped me . .

STEP 4: FINISH WITH A QUESTION

Recognize these are your thoughts and ask for the other person's thoughts.

Creates dialogue and increases commitment. Becomes a joint problem-solving situation.

PULL FEEDBACK ASK FOR FEEDBACK FREQUENTLY

3. IMPACT STATEMENT

2. GIVE DATA POINT

Don't use blur words like

Be specific about what you saw or

Be specific about the impact of the behavior (good or bad). Gives a sense of meaning and logic between the behavior and the impact.

