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 you?”

2. GIVE DATA POINT
Be specific about what you saw or heard with only objective words. Don’t use blur words like ‘unproductive’ or ‘great work’.

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

4. END on 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.

ASK FOR FEEDBACK FREQUENTLY

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