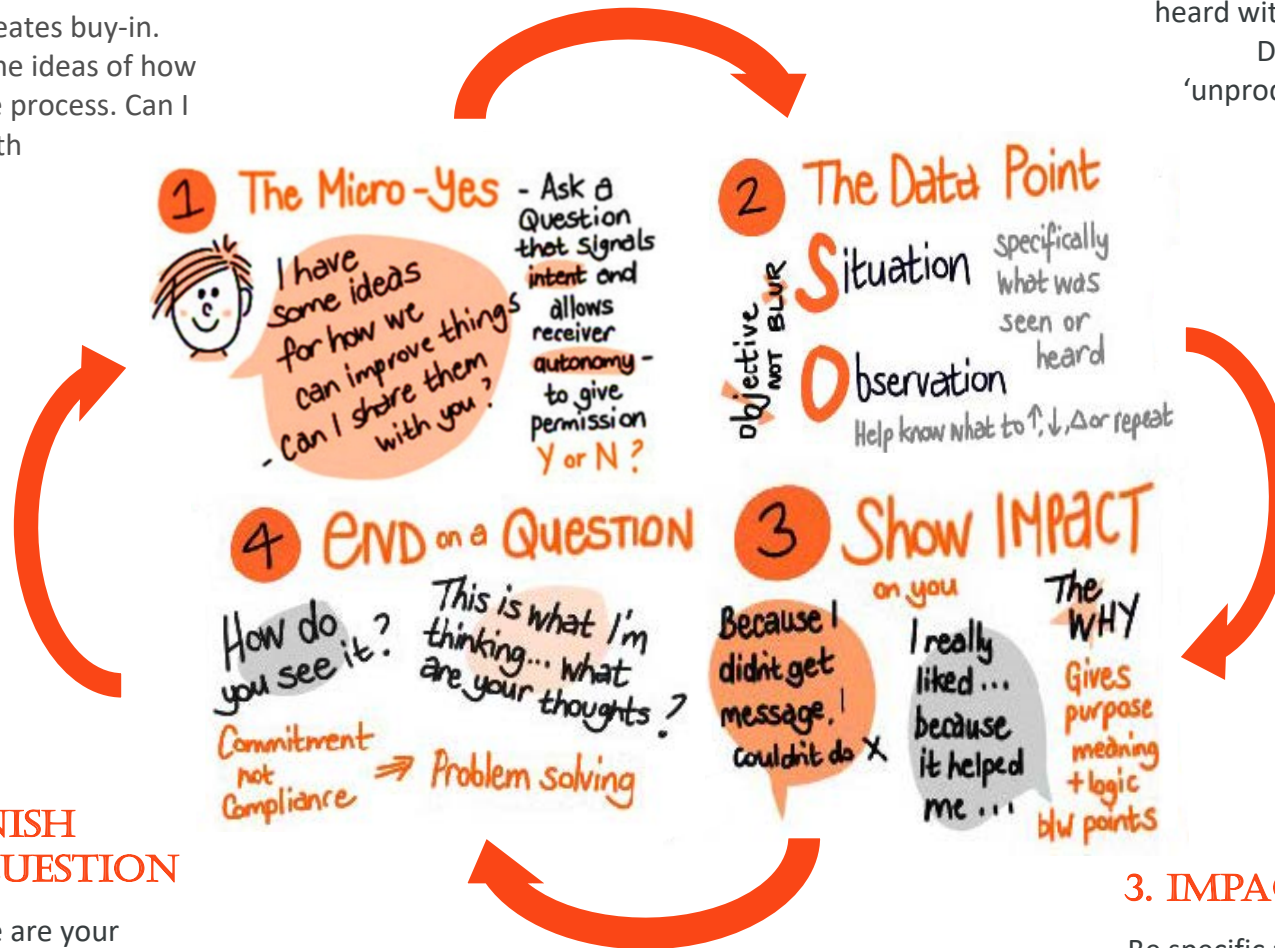


GIVING AND RECEIVING FEEDBACK

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'.

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.

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.

PULL FEEDBACK
ASK FOR FEEDBACK FREQUENTLY