

GIVING FEEDBACK

1

ASK FOR THEIR PERMISSION No one likes unsolicited feedback.

2

ALIGN THE FEEDBACK TO THEIR VISION Does this feedback help the person get closer to their vision?

3

MAKE IT SPECIFIC Vague feedback = Vague results

4

USE SUBJECTIVE LANGUAGE "What I am making up is...." "As it occurs to me ..." "I'm willing to be wrong..."

5

INVITE CURIOSITY FOR THE BOTH OF YOU Be willing to be wrong about your feedback or what you make up.

6

MAKE CLEAR REQUESTS /OFFER A SOLUTION Without this, there is a higher probability that little change will happen.

7

CREATE AGREEMENT Avoid assumption. Clarify expectation.

RECEIVING FEEDBACK

1

GIVE YOUR PERMISSION TO RECEIVE

2

"THANK YOU FOR CARING ENOUGH TO GIVE ME FEEDBACK"

3

"IS THERE ANYTHING ELSE?"

4

FOCUS ON THE 1% THAT'S TRUE

