

Basic Skills for A Feedback Conversation

TIP

Be Clear About Your Purpose

The purpose you bring gets expressed in the words you use, and in your non-verbal actions. Be clear about it with yourself before you deliver feedback.

Is it to help?

To encourage learning; To listen; To improve your relationship; To increase your involvement; To help them become more aware of their impact; To express concern

Is it mixed?

To fulfill your agreed upon responsibility as lead, coach, supervisor, friend, or colleague

Is it for you?

*To get them to change
To give advice, move on to "real" work;
To vent frustration, get even, prove you're right*

Feedback Is An Invitation

Requires a clear intention, clear description and a willingness to listen.

First, Your Purpose
What you want, hope

The Conversation Before The Conversation
How can we ensure success?

Be Curious
Solicit their experience
Listen; Want to learn

Describe Your Experience
What occurred
The Impact

Inquire Together For Smooth Teamwork

Agree on the issue, everyone's contribution and then on to solutions.

Define Issue Jointly
What happened?
How we each see it?

Brainstorm Options
What else can we do?

Decide Actions
What will we each do?

Tool: A No-blame Frame

TIP

Key Words!

What I heard, noticed was...

It resulted in...

and I'm feeling...

I'm hoping...

Examples

State what happened

What was said or done

Describe the specifics, the evidence

Key Words!

** May we talk about what just happened? You answered your call as we were talking.*

TIP

You Can't Argue With "I"

Making a personal statement that describes how "I" am prevents a defensive reaction. You can't really argue with how I am feeling. However, when I make a judgemental statement about "you", the point can be argued and usually is. Judgements, open to different interpretations, will cause you to defend yourself against a perceived attack.

Results

Explain why is this important to you

What consequences have resulted

Key Words!

** It takes time for me to track back into the conversation and I have priorities that I need to move on.*

Feelings

Share your emotional reactions

Calmly state your feelings

Key Words!

** I'm impatient to move ahead with our agenda and frankly, a little discomforted by having to wait.*

Key Words!

** I'm hoping we can figure out how to work so that you're able to get your important messages and I can use my time well too.*

Hopes/Problem Solving

Invite the other person to problem solve with you

State those behaviors you expected