

POWERFUL FEEDBACK

GIVING CORRECTIVE FEEDBACK		ASKING FOR FEEDBACK	
 prepare	<ul style="list-style-type: none"> choose the right time and place never use email or social media write down what you want to say: the specific issue, the impact and what you want to be different 	 prepare	<ul style="list-style-type: none"> create conditions where people feel truly safe to give you honest feedback choose the right time and place think of a specific situation about which you would like feedback
 make it safe	<ul style="list-style-type: none"> check your language: remove all threatening or judgmental words reassure the person invite self-reflection 	 make it safe	<ul style="list-style-type: none"> make sure you are in the right frame of mind to receive feedback reassure yourself reassure the other person never retaliate
 give feedback	<ul style="list-style-type: none"> ask permission focus on one issue describe specific behaviours and the impact 	 receive feedback	<ul style="list-style-type: none"> DON'T justify your behaviour, interrupt or act defensively DO listen actively, use mirroring if necessary, ask clarifying questions
 finish with coaching	<ul style="list-style-type: none"> check their reaction focus on the future - ask solution-oriented questions listen and let them do most of the talking clarify your agreement affirm the relationship 	 invite coaching	<ul style="list-style-type: none"> ask coaching questions: <ul style="list-style-type: none"> what can I do differently next time? what can I do to help you? what else can I do? THANK THEM!

HOW TO GIVE RECOGNITION

According to John Go?man, people need a ratio of at least

5:1

positive to critical interactions for their relationships to thrive

Great recognition is:

