

# ACT Model

This is a very effective model in receiving feedback.

ACT stands for Appreciate, Clarify and Take Next Steps.

Even as you use this model, it is important to listen actively, have an open body language and focused attention.

**Appreciate** - Show gratitude to the person giving the feedback by thanking them. Remember feedback is not meant for criticism but should be a gift.

*Example 1: Thank you for your feedback on the independent project and how ideas on how I can improve on it.*

*Example 2: Thank you for your feedback and pointing out your observation.*

**Clarify** - Restate the feedback by asking clarifying questions or rephrasing the feedback to shed light on any misunderstandings.

*Example 1: You have said that the backend functionality of the application is really good but the user experience is really bad and I should, therefore, improve on it by using colours that are easy on the eye and also make the features more responsive. I should consult my pair whose UI is really good.*

*Example 2: What I get from what you have is that you have observed that I am always late for meetings that.*

**Take next steps** - Take the next steps from the conversation and make sure there is room for a follow-up.

*Example 1: I will consult Miriam after this one on one and work on the changes. If you do not mind we can review it during the next one on one as the first thing.*

*Example 2: It is true that I am always late. The reason for this is the fact that you normally schedule the meetings a few minutes before they happen which normally finds me on my way to work. I would really appreciate it if you scheduled the meetings way in advance so that I plan myself accordingly.*

[Video](https://youtu.be/zZaxmg2m2gc) [\\_ \(https://youtu.be/zZaxmg2m2gc\)](https://youtu.be/zZaxmg2m2gc)



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## Activity

Reach out to your pair this week on slack and ask for feedback from him/her. The feedback should be on the following your collaboration and the quality of work you have put in during the week. When responding to the feedback ensure that you apply the ACT model(Appreciate, Ask clarifying questions and Come up with the next steps).