

LEADERSHIP SKILL: GIVING AND RECEIVING FEEDBACK

CH→AT

Courageous | Honest | Actionable | Timely

FEEDBACK GUIDES

GIVING FEEDBACK (SEE)

S **STATE** what you heard, saw or experienced

E **EXPLAIN** the impact of the observations on you and/or others

E **ENGAGE** in a conversation; ask questions

ASKING FOR FEEDBACK (ASK)

A **ASK** for balanced feedback; Like? Improve?

S **STAY** curious; seek full understanding of the impact

K **Keep** calm and responsive; avoid reacting

RECEIVING FEEDBACK (LET IN)

L **LISTEN** and reflect on what you are hearing

E **EXPRESS** interest by asking for clarity or more information

T **THANK** the person for the feedback

IN **INVITE** suggestions for future behavior