## Stellos TOIQIMINE feedback

## Find the time.

#### 1. Find the time.

Example: "Hey, could I grab 2 minutes of your time?",

For context you could add: <u>"I want to give</u> <u>you some feedback"</u>.

## Be Specific.

#### 2. Be Specific

Example: "It's about the conversation we had yesterday about the paper aeroplanes I've been making."



#### Presume positive intent.

#### 3. Presume positive intent.

Example: "I understand that you want us to make the best paper aeroplanes in the world, it's great to see that you care so much about quality."



#### Be clear about the subject.

#### 4. Be clear about the subject

Example: "When you commented on the way I was making my paper planes, it sounded like you assumed I don't care about quality and that made me feel unappreciated."

## Silence is golden.

#### 5. Silence is golden.

#### Example:



#### Throw them a lifebelt".

#### 6. Throw them a lifebelt\*.

Example: "I don't believe you intended to cause me to feel this way."



### Offer a suggestion.

#### 7. Offer a suggestion.

Example: "I would have felt much better if you'd asked me why I was focusing on making more paper aeroplanes rather than better paper aeroplanes".

# Listen.

#### 8. Listen

#### Example:



#### Don't prolong the encounter.

# Activity

- ① Find the time.
- ② Be specific.
- ③ Presume positive intent.
- 4 Be clear about the subject.
- ⑤ Silence is golden.
- Throw them a lifebelt\*.
- Offer a suggestion.
- 8 Listen.
- Don't prolong the encounter.

# DISCUSS.