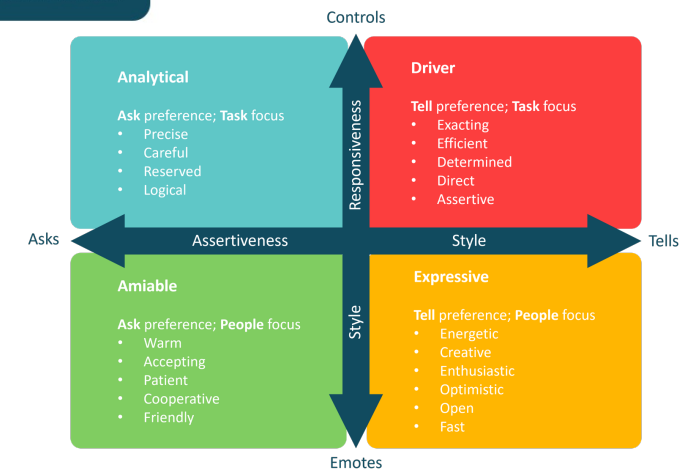
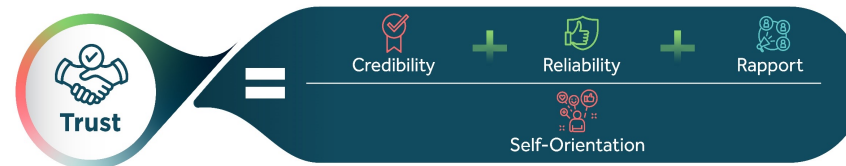
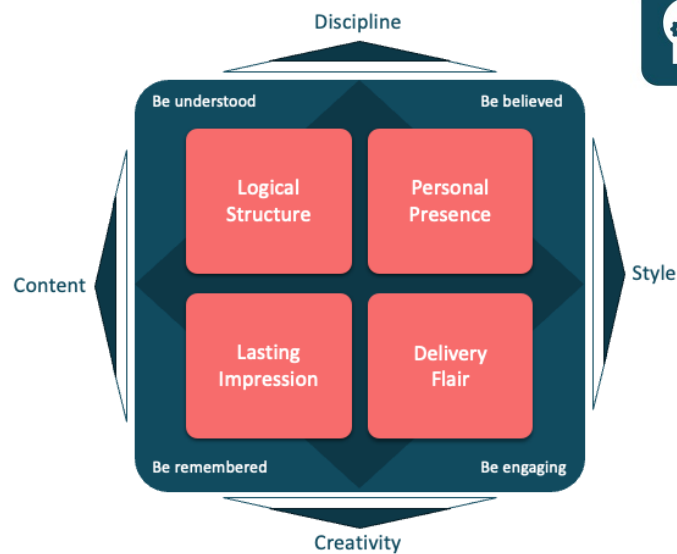
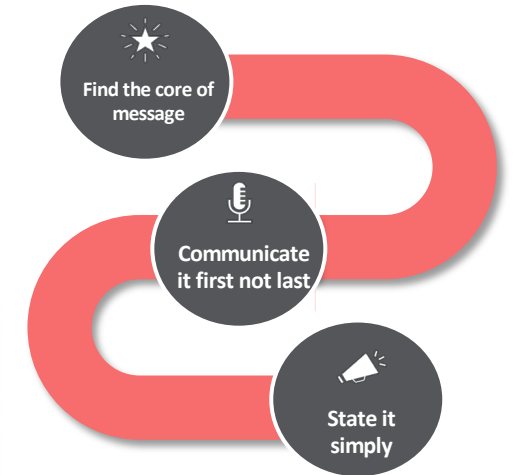
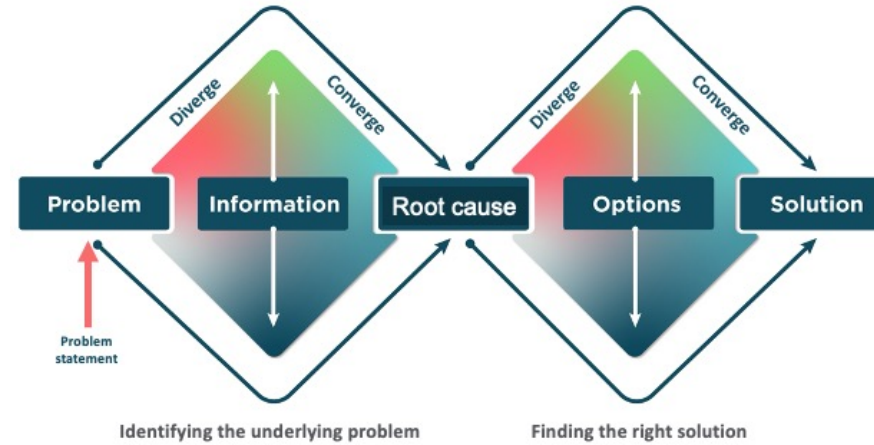
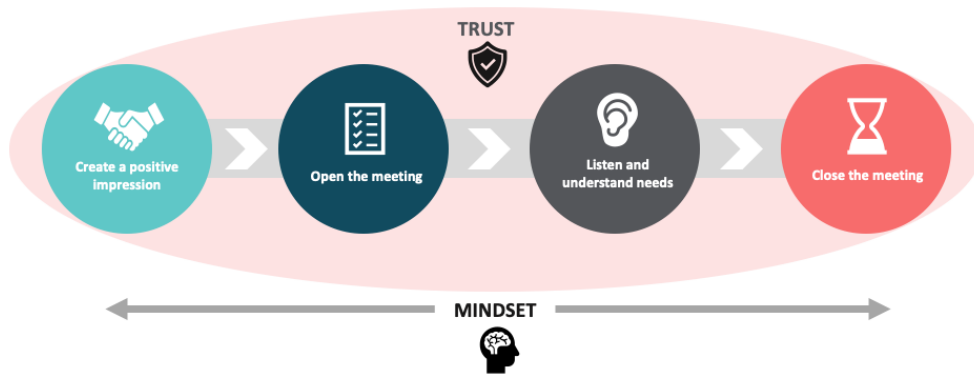


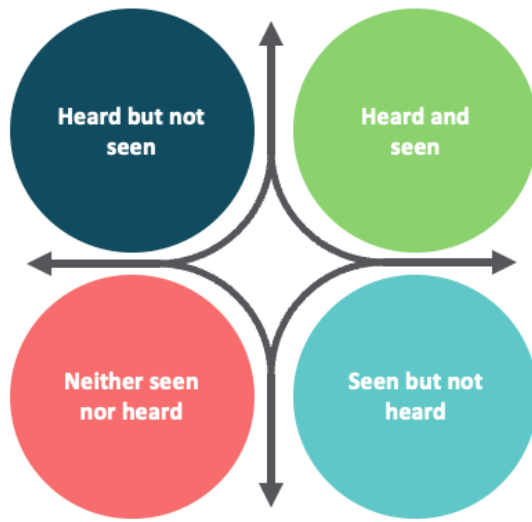


NatWest
Group

 **Davies**

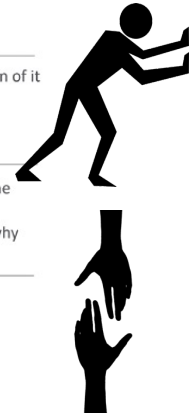
EEP M1 & M2 Tools





Situation
Action
Impact
Do/Develop

- ? What was the situation or context?**
 - Connect back to the event and provide details of the situation you are giving feedback on
- What did they do; what action did they perform?**
 - Emphasise their actual action, not your interpretation of it
 - Feedback on what you observed or heard, not on intentions, personality or character
 - Link action to situation
- What was the impact on you or others and, consequently, upon the results?**
 - Include positive & negative impact on result (or on the process that would achieve the result)
 - Be clear about what made the difference this time; why did it work / not work?
- What should, or could, they do differently or the same next time?**
 - Opportunity to open a conversation
 - How can they build on this for future?
 - Build on strengths or positives – emphasise what is missing rather than what is wrong



PUSH
P.R.O.E.P

PULL
Earn a hearing

- P**roposal
 - ? State up front**
 - Clearly state your proposal up front
 - Be concise and show your commitment
- R**easons
 - Explain**
 - Explain the rationale behind your proposal
 - Highlight the benefits it offers
- O**bjections
 - Anticipate**
 - Anticipate potential objections from your audience
 - Acknowledge them pre-emptively
- E**xamples
 - Stories**
 - Provide supporting evidence, such as positive stories or data analysis, to strengthen your proposal
- P**roposals
 - Restate**
 - Restate your proposal in a compelling way that encourages a “yes” response.



The Purpose Equation

- G** Goal
 - What do you want to create?
 - What does success look like?
 - What would you like to have from this session?
- R** Reality
 - What is currently happening in relation to the issue?
 - What are the consequences of ‘no change’?
 - How are you reacting to the issue?
- O** Options/Obstacles
 - What is holding you back?
 - What could you be doing differently?
 - How have others tackled this?
- W** Way ahead
 - What insights have you had?
 - What steps can you take?
 - How committed are you to this approach?

