

Feedback

1) Feedback or trigger	<ul style="list-style-type: none"> • Do you have judgment? e.g., “I’m right and you’re wrong!” • Do you unconditionally believe the truth of your assessment? • Do you want to be seen/acknowledged? • Do you want healing or reconciliation? <p>If yes to any of the above, pause and get support.</p>
2) Check willingness	<ul style="list-style-type: none"> • Is the timing good? • Is the person receptive to feedback? • Consider: workload, energy, physical needs other stressors
3) Ask for self-feedback	<ul style="list-style-type: none"> • Encourage the other person to think about their own behaviour and assess it’s impact. This step helps in establishing a collaborative relationship • Assesses level of awareness in preparation for next step • Enhances self-responsibility and empowerment
4) Offer feedback	<ul style="list-style-type: none"> • Specific and Concrete Observation • Why it Matters (Needs Met or Unmet) • The Emotional Impact of Their Actions • Doable, Concrete Suggestions
5) Check for understanding	<ul style="list-style-type: none"> • Is the feedback received without deflection, defensiveness or minimisation? • Is there shared perception about what happened? • Is there agreement about what it means? • Are there factors they know that are unknown to you? • Are they experiencing any shame or self-judgment?
6) Co-create action plan	<ul style="list-style-type: none"> • Does it address the needs identified in Step 4? • Are there barriers to successful implementation? • Do they have full willingness to implement it?

Tips for receiving feedback

Specifically, and depending on the way the feedback is given, here are some key questions you can ask at different moments.

“Can you give me an example or two of what you are referring to so I can take it in more fully?”

“Would you tell me specifically the impact of the actions I have taken?”

“Is the impact on the quality of relationship between us? If so, how?”

“Do you have any specific suggestions for me about what I can do that would support you or our team in the area that you are concerned about?”

“Are you open to hearing my perspective on this before we decide how to proceed?”