

THE FEEDBACK STEPS

A Three-Step Process for sharing criticism in a supportive way.

1. Appreciate the person

- *Appreciate the person:* Share a statement of appreciation for something about the person which you recognize as positive. This must be a *sincere* recognition, or it will not have value.

2. Challenge the behavior

- *Challenge the behavior:* State the behavior which they are doing that you want to have changed, and state how it is not supportive to you, to the relationship between you, and how you think it does not get them what they need and want..
- Remember to challenge the behavior, not the person.
- Use the *Five Levels To Clear Communication* to be precise and complete.

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| 1. Facts | When you . . . |
| 2. Thoughts | I think . . . |
| 3. Emotions | and I feel . . . |
| 4. Meaning/Importance | This is important to me because . . . |
| 5. Action/Expectation | I want to . . .
and I want you to . . . |

3. Support the change

- *Ongoing Support:* Ask them what you can do to give ongoing support to help make this change. And ask them what they would like you to do if you notice the old behavior reoccurring, in order to help them change in this more positive direction. Try to identify a specific behavior which you can do, which they agree will be supportive to them.

