

# FEEDBACK MODEL

## GIVE FEEDBACK

- Begin with a positive intention (what is my intention?)
- Be specific about behavior (what is this person doing or saying?)
- Be specific about impact (what is the observed or experienced impact of the behavior?)
- Focus on a desire to have the behavior stop/change (Do you want it to change? Is there a substitute? Does it need to stop?)
- Restate positive intention (what is your intention?)

## GET FEEDBACK

- Thank them
- Show appreciation (They took a risk)
- Admire the gift (Get clarification, own or acknowledge)
- Tell them you will do something with it (what will change or stop?)



# LEARNING WORKSHEET

**WHAT IS ONE KEY  
TAKEAWAY  
FROM THIS TRAINING?**

**WHAT WILL YOU DO OR  
CHANGE BECAUSE OF THIS  
TRAINING?**

