

# FEEDBACK MECHANISMS

<b>Mechanism</b>	<b>Frequency</b>	<b>How</b>	<b>Mode</b>	<b>Who</b>	<b>Purpose</b>
<b>In The Moment (ITM)</b>					
<b>Planned</b>					
<b>Client</b>					
<b>Reflection</b>					
<b>Pulse</b>					
<b>Asking for Advice</b>					

# FEEDBACK MECHANISMS - Definitions

<b>Mechanism</b>	<b>Definition</b>
<b>In The Moment (ITM)</b>	<b>Feedback that is given during or straight after the event/behaviour</b>
<b>Planned</b>	<b>Feedback that is given as part of a scheduled meeting or routine</b>
<b>Client</b>	<b>Feedback that is requested and collated from clients/customers/stakeholders</b>
<b>Reflection</b>	<b>Feedback that is driven by the individual through a process of self- reflection</b>
<b>Pulse</b>	<b>Feedback that is gained through a quick check style mechanism eg a monthly 3 question survey</b>
<b>Asking for Advice</b>	<b>Feedback that is gleaned through individuals asking for advice on a particular challenge (rather than asking for 'feedback').</b>

## FEEDBACK SCENARIOS – **A** - To give feedback first

You've observed that your teammate becomes defensive when receiving feedback and takes a while to recover afterwards

You've found that your teammate is very sensitive when it comes to having their ideas challenged

## FEEDBACK SCENARIOS – **B** – To receive feedback first

You've observed that your teammate wasn't at their normal best at their most recent delivery/didn't deliver work to their usual standard

You weren't comfortable with how a recent meeting played out due to something that your teammate said/did

# FOUR POINT FEEDBACK FORMULA - SUMMARY

STEP	WHAT	WHY	EXAMPLE
<b>MICRO YES</b>	Start by asking a question that is short but important.	Lets the brain know that feedback is coming. Creates buy-in and gives a sense of autonomy.	Do you have 5mins to talk about how that last conversation went?
<b>DATA POINT</b>	Name specifically what you saw or heard, cut out any words that aren't objective or non-specific ie 'blur words'.	Lets the other person know exactly what behaviours to increase or diminish going forward.	Instead of saying "You aren't reliable". Say "You said you'd get that email to my by 11 and I still don't have it yet".
<b>IMPACT STATEMENT</b>	Say exactly how that data point impacted you.	The brain craves a sense of purpose, meaning and logic between points.	Because you didn't send that email at 11, I was blocked on my work and couldn't move forward.
<b>QUESTION</b>	Wrap feedback message with a question.	Creates commitment rather than just compliance. Takes conversation from monologue to joint problem-solving situation.	How do you see it? This is what I'm thinking we should do but what are your thoughts?