



Feedback Model

A

Check intention

Make sure that intention in providing feedback is that of an ally, not an adversary.

B

Ask permission

Ensure that timing is appropriate. Sometimes permission is implied by the situation, however asking permission signals respect.

C

Share intention

State the positive intention for providing feedback. Position yourself as an ally.

D

Provide specific observations

- Be as objective as possible, drawing on observations, data, reports, etc.
- Use neutral tone and language.

..... pause for response

E

Describe impact

Share (when appropriate):

- Interpretation of observations, data, reports, etc.
- Impact on self or perceived impact on others.
- Feelings concerning the situation.

Assess response