

Feedback Wheel

Speaker (Request for Dialogue)

"Is this a good time to give you feedback"?

Listener "Yes, or No....but we can discuss this (at an agreed upon time)" (for a good reason, and should not be longer than 24 hours)

Speaker (What I observed)

I observed the following (try to be as factual as possible) Such as, "You have been at least 20 minutes late for our last 3 meetings."

Speaker (The Story)

Reflect the story or interpretation of facts. "When you are late, I make up a story that you do not value my time, or you cannot manage your time" One has a fair amount of license telling their story since they are talking about themselves, not the other person. A boundary violation is the exception to this.

Speaker (The Feelings)

"And about that I feel _____" Remember no one can make you feel anything

Speaker (Request)

"In the future I would like for you to _____" (call if you are going to be more than 15 minutes late)

A **SMART** request is Specific, Measurable, Attainable, Reasonable and Time sensitive

Listener (Mirror)

"So this is what I am hearing you say..... am I hearing you right? ". It is tempting to dispute facts or get defensive. Remember another person's reality is logical to them. This is like a good customer service rep who first shows curiosity and demonstrates they are really listening to the complaint.

Listener (Empathy)

Sprinkle in empathy such as, "I can understand why you might feel that way". Remember you do not have to agree with your partner's perception of things or their story to have empathy.

Listener (Respond to Request)

Either agree to the request, negotiate an alternative request, or just say no. It is better to say no than to agree with a request you have no intention of keeping or is unrealistic. However it is always better to error on the side of generosity with your partner. Say yes as much as you can!

Speaker (Offer Support)

"How can I help you with this request?" Remember you want your partner to succeed at honoring a request

Listener (Offer Suggestion)

Offer feedback on what would make this process more successful.