

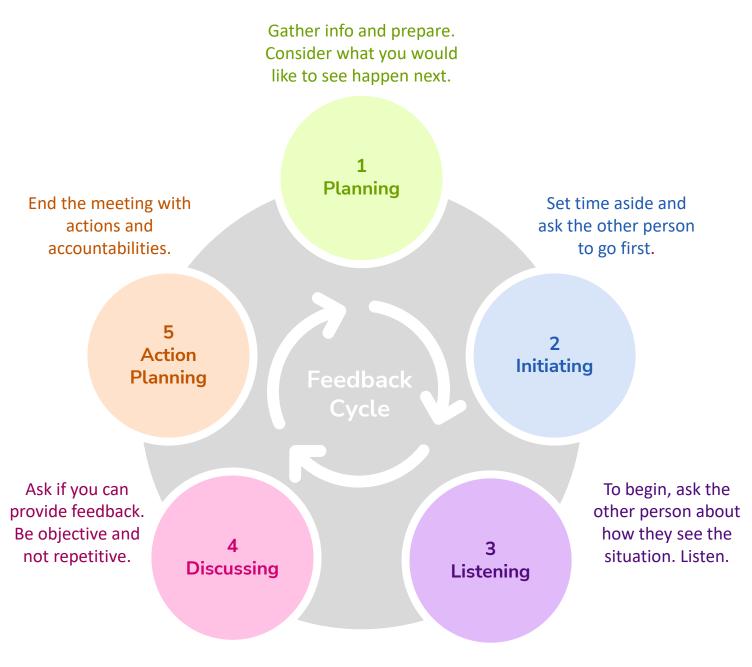
Giving & Receiving Feedback

One of our most important tools came to us via our friends at The Roy Group, almost 20 years ago. It has stood the test of time and has had a profound impact on our work, how we do things internally at Berlineaton, and how we work with clients. It is the Feedback Model, and while simple, when applied well and consistently, this tool has the power to eclipse old ways of giving feedback and seed a dynamic, feedback rich culture that improves engagement, performance and results!

In this infographic we provide a 5-step model to help you set the stage for feedback. On page 2, we show you how to use The Feedback Model in steps 2 and 3, including questions you can use when giving/receiving feedback, and a checklist to help improve your skills.

The best feedback is timely, objective and specific. Give this tool a try, if you aren't using it already!





The Feedback Model and Checklist

Below we provide simple and powerful questions you can use to give feedback, as well as a checklist to evaluate how you are currently giving feedback.

The Feedback Model*		The Feedback Checklist
Step 2: Initiating (Ask Recipient)	 What do you think? 1. Worked Well? 2. Was Tricky? 3. You Would Do Differently? 	 Are we open to giving and receiving feedback in a non-judgemental, objective way as a regular habit? Are we setting the stage for a constructive conversation using the appropriate setting, tone, and context. Are we have before beginning?
Step 3: Listening (Give to Recipient)	 Would you like some feedback from me about? 1. What I sensed worked well 2. What I sensed was tricky 3. What you might do differently 	 Are we ensuring it is a two-way dialogue that starts with the recipient when they are ready? Are we using the feedback model and following the principle of letting the receiver of the feedback go first? Are we prepared to give and receive feedback that focuses on facts, without emotion? Are we ensuring it is a two-way dialogue that starts with the receive feedback and creating an action plan to implement the "do differentlies"? Do we see providing feedback as a practice to improve over time?