

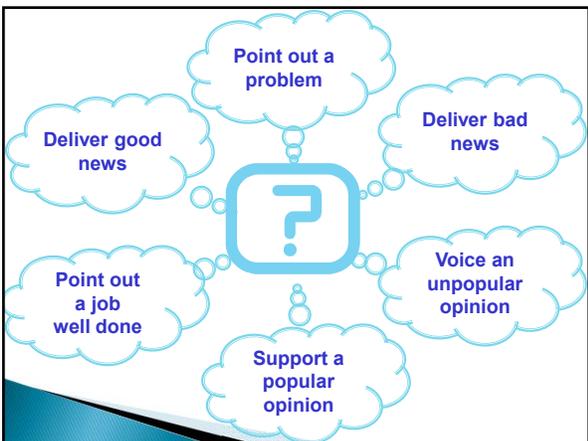
Giving Effective, Actionable Feedback

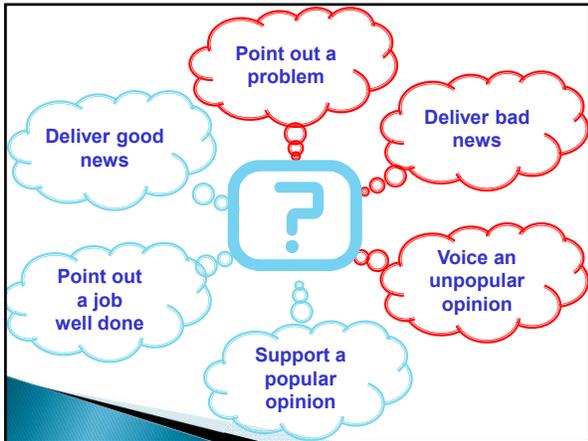
Paula Rogers, ILND
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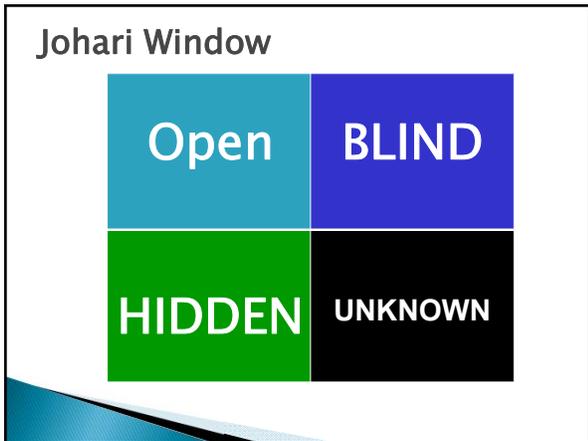


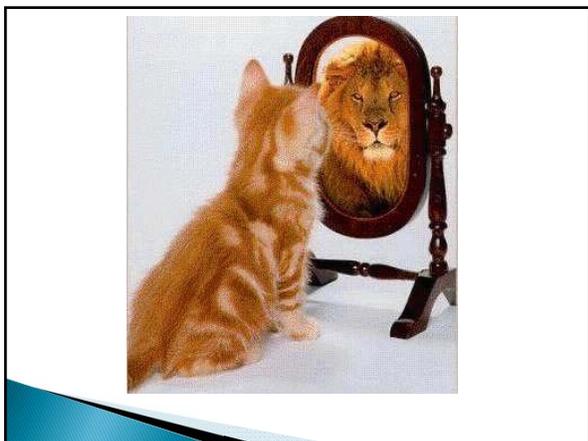
If you keep doing what you've always done, you'll keep getting what you've always got.











Improving Your Comfort Level

Focus on the listener(s)

+

Organize your thoughts (content)

+

Deliver your message in a clear and compelling way

=

Results



Identify Your Objective and Purpose

- ▶ Know what you want to accomplish
- ▶ Think of your listeners as customers; they are!
- ▶ Plan ahead; write a simple script
- ▶ STOP and think before you speak

Get Their Interest

- ▶ Provide a WIIFM
- ▶ Highlight the benefits (or consequences)
- ▶ Refer to common problems or goals

Get to Your Point

- ▶ **KISS**
- ▶ **Summarize**



Offer Supporting Data

- ▶ Organize in logical categories and sequence
- ▶ Illustrate with relevant information
- ▶ Use clear transitions
- ▶ Limit to essential details (KISS)
- ▶ Use common language (KISS)



Sequencing Options

- ▶ **Most important to least**
- ▶ **Simple to complex**
- ▶ **Cause and effect**
- ▶ **Smallest to largest**
- ▶ **Chronological**
- ▶ **Least expensive to most expensive**

Summarize and Recommend Action

- ▶ **Quick, brief summary**
- ▶ **Recommended action matches your objective**

Expressing Yourself

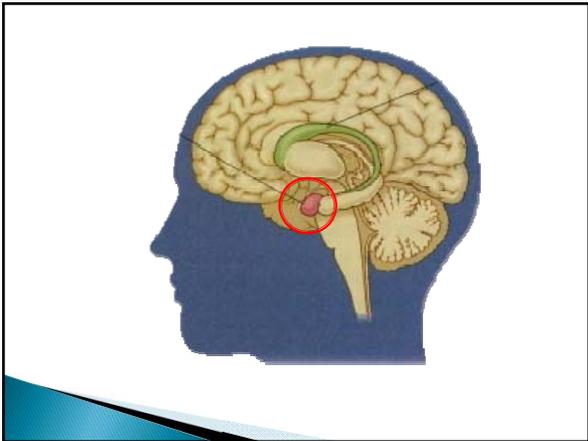
- ▶ **Formulate Your Objective**
- ▶ **Get Their Interest**
- ▶ **Get To Your Point**
- ▶ **Offer Supporting Data**
- ▶ **Summarize and Recommend Action**

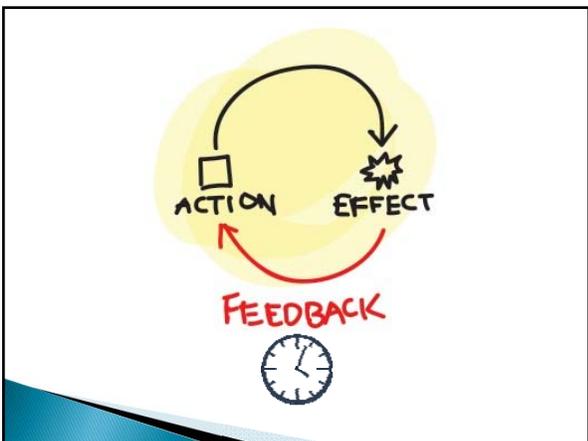












State the Constructive Purpose



Describe YOUR Specific Observations



1

"You have been late to the last five staff meetings. I expect you to be on time to the next one."

2

"I'm getting tired of your disrespect to me and the rest of your team. See if you can manage to be on time to the next meeting."

Describe Your Reaction



Give the Person an Opportunity to Respond



Offer Specific Suggestions

- Specific
- Actionable
- Examples

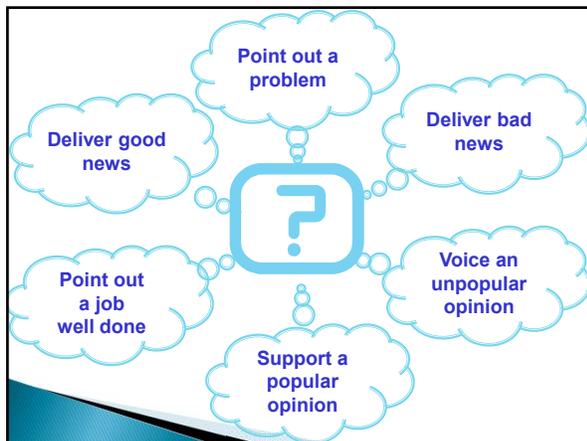


Summarize and Offer Support

- ▶ Summarize the conversation.
- ▶ Include practical, feasible suggestions for making things better.
- ▶ Summarize the action items, not the negative points of the other person's behavior.

Four Commitments

- Let go of the past.
- Tell the truth.
- Be supportive and helpful.
- Pick something to improve yourself



If you keep doing what you've always done, you'll keep getting what you've always got.



**Giving Effective,
Actionable Feedback**

**Teresa Underwood, OHNB
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