

Feedback Guidelines

Big Picture:

Giving Feedback	Receiving Feedback	Building Agreement/Next Steps
<p>Micro-Yes: Ask the recipient a yes/no question that prepares them for the feedback.</p> <p>Describe: Name the specific, observable behavior (data point).</p> <p>State Impact: Explain the impact of behavior on you, the team, the company, the project, etc.</p> <p>Suggest/Request: Provide an alternative/solution to what is happening. Requests can be any of the following: -Stop or continue a behavior -Begin doing something -Understand the behavior and its impact</p>	<p>Summarize: Share your understanding of the feedback.</p> <p>Ask: Inquire about the feedback with clarifying questions, consider repeating back the feedback to demonstrate your understanding.</p> <p>Respond: Engage with the suggestion/request. Possible responses include: -Expressing understanding -Accepting and explaining why -Declining and explaining why -Making a counter offer or amendment</p>	<p>Align: Brainstorm proposed future actions.</p> <p>Commit: Identify a specific date/time to follow up to ensure agreements are working and if adjustments are needed.</p>

Feedback preparation suggestions:

1. Breathe: helps with focusing and being prepared to respond from a place of inquiry and objectivity.
2. Prepare: identify specific strengths and areas of growth (adjusting as needed because you don't always have to give a strength and growth).
3. Plan: jot down some notes with clear key points and examples you want to share/reference, but leave room for the conversation to unfold.
4. Check in with yourself: this is your intention. If you are feeling particularly strong emotions and are unclear on how your emotional response might show up in the conversation, pause, breathe, and talk it through with a trusted colleague to determine if the timing is right. Reschedule if needed.

Giving Feedback

While you don't want your feedback conversation to be too scripted, pre-planning and mapping out your key points in the template below can help to ensure you hit your points and that you're prepared.

Micro-Yes	Describe	State Impact	Suggest/Request

Four-part formula:

1: The Micro-Yes

Goal: Gets buy-in and allows the recipient to prep.

Example 1: Do you have 5 minutes to talk about how your meeting went with Derek?

Example 2: Can I share my thoughts with you about the email to Isabel?

2: Describe

Goal: Focuses on behavior, not the person. It is observable and specific.

Example 1: You said you'd get that email to me by 11am, and I still don't have it yet.

Example 2: During the meeting, you told everyone your plan to adjust the budget without checking with me first.

3: State Impact

Goal: Provides clarity on why behavior/action matter and its impact on others.

Example 1: Because I didn't get the message, I was blocked on my work and couldn't move forward.

Example 2: I liked how you added those stories because it helped me grasp the concepts faster.

4: Suggest/Request

Goal: Creates alignment and commitment.

Example 1: How is what I shared landing for you?

Example 2: What do you think we should do next?

Receiving Feedback

While it might be tricky to both listen to what feedback is being provided and take notes, it helps you to remember what is shared so you can later reference it. The template below is a tool you can use to help organize the feedback along with your questions and next steps.

Summarize	Ask	Respond	Align/Commit	Personally Process

Five-part formula:

1: Summarize

Goal: Demonstrates you are receptive and open to hearing the feedback.

Example: My email to Isabel came across as confrontational because of my word choice and brevity.

2: Ask

Goal: Shows you were actively listening and wanting to fully understand the feedback.

Example: Would it be better if I had messaged her on Slack or called instead?

3: Respond

Goal: Lets the feedback giver know you are processing the feedback and reflecting on its content.

Example: In thinking about it, I wrote that email quickly as I was on my way to another meeting & didn't want to forget to follow up.

4: Align/Commit

Goal: Positions you as wanting to apply the feedback and develop by demonstrating your commitment.

Example: In the future, I'll avoid rushing so my delivery method and tone aren't misunderstood.

5: Personally Process

Goal: Gives you space to unpack the provided feedback and self-reflect through your reactions and feelings.

This is where you can use the Feedback Parser Worksheet template.