

Scenario 1:

One of your direct reports is consistently late or misses team meetings which is stalling project updates, resulting in project timeline changes which will impact achieving quarter goals. You want to make them aware of the impact these delays have on the team and your team KPIs.

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.

Scenario 2:

A member of your team always hits deadlines but the work is filled with typos and sometimes misses key information. You want to let them know the impact this has on the end product and how it impacts your time.

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Scenario 3:

You (and the rest of your team) overheard one of your team speaking condescendingly to a new intern when they botched a copying job. You want to let them know the effect this has on their professional brand and on their relationship with the rest of the team.

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Scenario 4:

Your team member excels at working independently but often has trouble collaborating with others or providing input during meetings. You want to let them know that they have a strong work ethic and it would benefit others if they spoke up more in meetings to learn from them.

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Scenario 5:

A member of your team constantly complains in your weekly 1:1s about being overworked. You've discussed steps they could take to better manage their time and delegate, yet you notice this team member is the first to volunteer for projects, committees, and working groups outside of your team's daily responsibilities. You want to let them know you support their stretch assignments and growth aspirations while also letting them know they need to recognize when they're creating their own stress.

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