

Choosing Which Conversation to Have



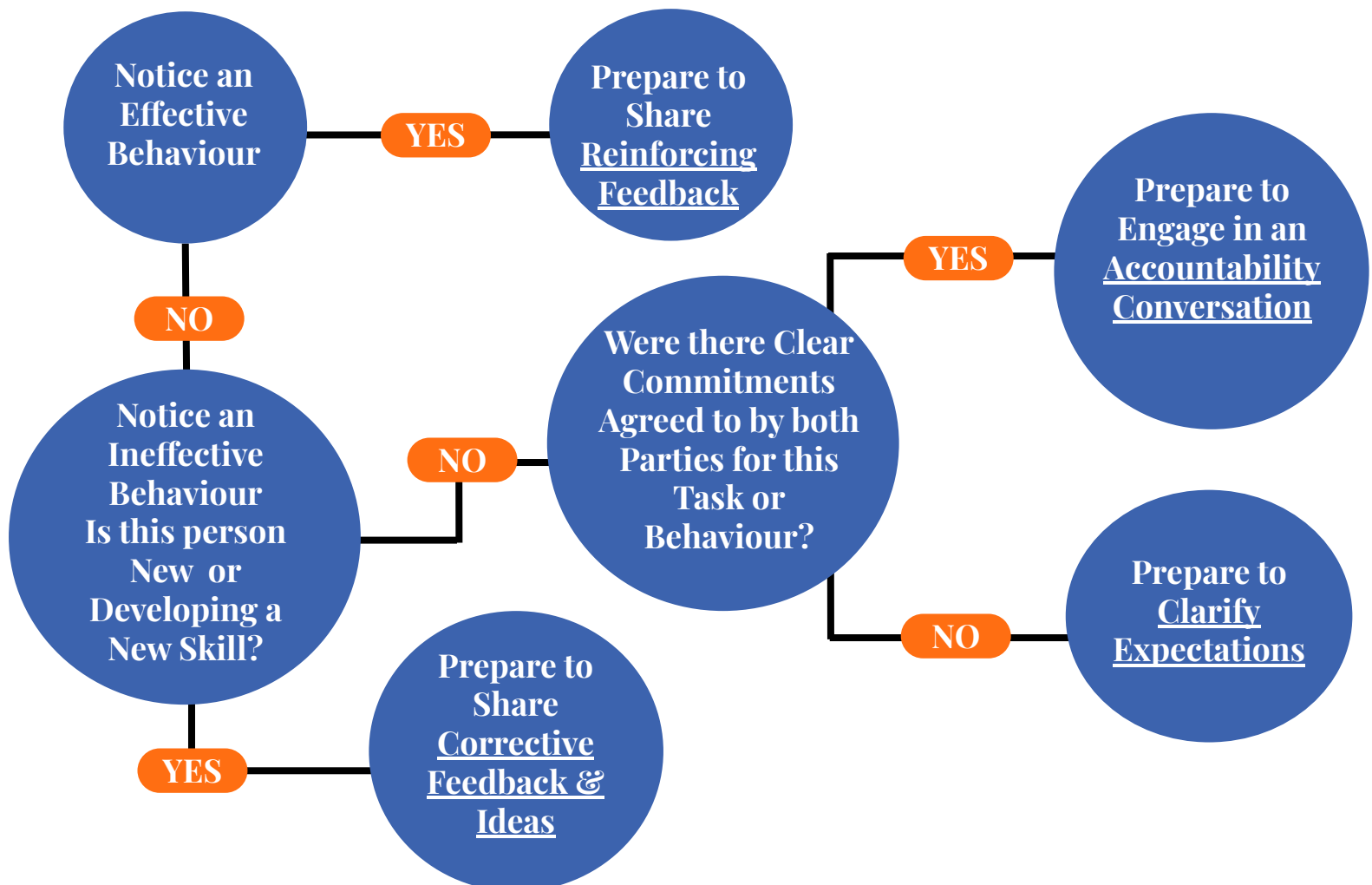
**Clarifying
Expectations**



**Sharing Feedback & Ideas
(Reinforcing &
Corrective)**



**Holding
Accountability**



Clarifying Expectations

Describe Situation	Discuss Current Understanding	Align on Commitments	Summarize Next Steps & Capture Commitment
<p>Describe what you have observed in a neutral non-judgmental manner.</p> <p>I notice...</p>	<p>Share your current understanding or the task/plan and/or ask for their current understanding.</p> <p>My understanding is...</p>	<p>Review all commitments and establish clarity.</p> <p>Let's review the details and process to ensure we have clarity going forward.</p>	<p>Ask person to summarize the key milestones or actions verbally & determine check-in point.</p> <p>When/how will we check in on progress?</p>

Clarifying Expectations

Describe Situation	Discuss Current Understanding	Align on Commitments	Summarize Next Steps & Capture Commitment

Feedback Factors

1.

One Person's
Perspective

2.

Openness
Varies

3.

Who Gives
Impacts
Openness

4.

Bias,
Experiences,
Beliefs, Impact
Openness

5.

Difficult to
share

6.

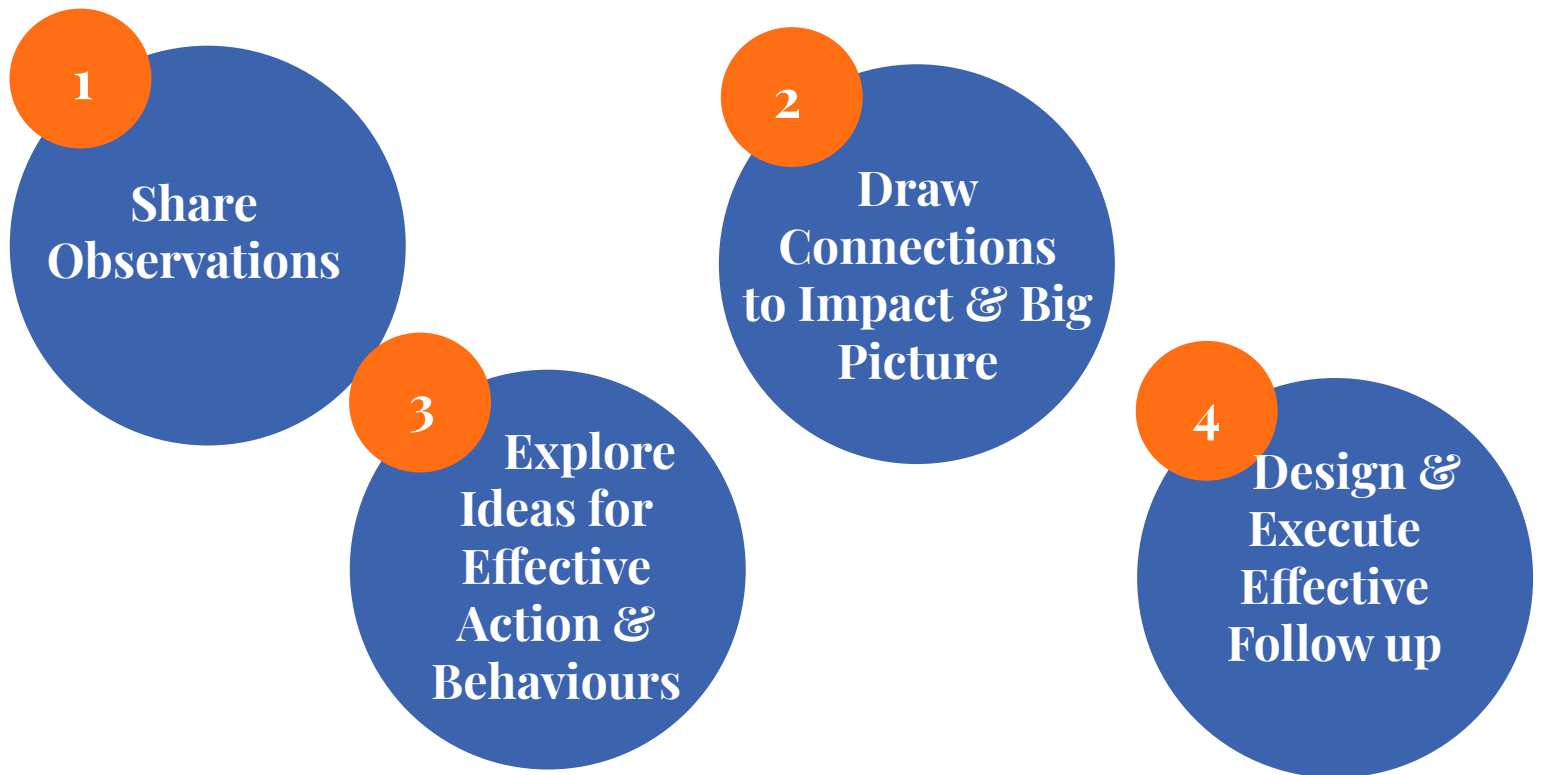
Delivery
Skill Varies

7.

Threatens
Status

Notes

Sharing Feedback & Ideas



Corrective Feedback & Reinforcing Feedback

To promote a change in a specific behaviour or a change to the way someone is performing a specific task

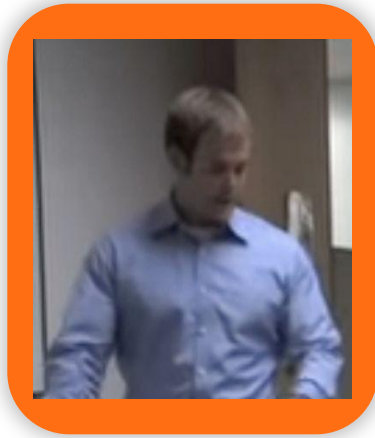
- ❖ Build competencies
- ❖ Improves performance
- ❖ Clarify expectations

To confirm the effectiveness of a specific behaviour or the way someone is performing a specific task

- ❖ Reinforce effective behaviour
- ❖ Increase engagement and motivation
- ❖ Celebrate progress

Observable Behaviour Exercise

3



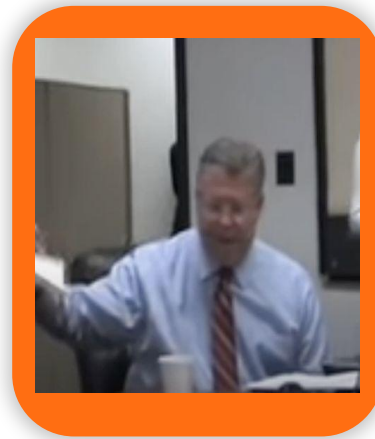
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4



1



Person 1	Person 2	Person 3	Person 4

Reinforcing Feedback Flow

Describe Behaviour	Share Impact/Link to Big Picture, Values, & Goals	Celebrate & Acknowledge
<p>Describe behaviour observed in a neutral non-judgmental manner.</p> <p>I notice...</p>	<p>Share the positive impact of behaviour. Why is getting this right important to the big picture.</p> <p>The impact was....</p>	<p>Celebrate the contribution they are making to the team/ organization Who do you see them becoming? Connect this to their goals (from connection meeting).</p> <p>If you continue to do this I really think this will support your goal of...</p>

Reinforcing Feedback Preparation

Describe Behaviour	Share Impact/Link to Big Picture, Values, & Goals	Celebrate & Acknowledge

Corrective Feedback & Ideas Flow

3 T's Check-In	Describe Behaviour	Discuss Impact	Define Goal	Share Ideas on Change	Summary & Next Steps
<p>Timing, Transpar- ency Topic</p> <p>“I have some feedback to share about x, is now a good time?”</p>	<p>Describe behaviour observed in a neutral non-judg- mental manner.</p> <p>I notice...</p>	<p>Describe or ask about the impact of behaviour.</p> <p>The impact was....</p>	<p>Share big picture.</p> <p>Why is getting this right important?</p> <p>What does good look like?</p> <p>The goal is....</p>	<p>Share some ideas.</p> <p>What will you do differently next time?</p> <p>I have an idea that I think would help.</p>	<p>Capture actions & determine check-in point.</p> <p>What is your commitment ?</p> <p>When/how will we check in on progress?</p>

Corrective Feedback & Ideas Planning

3 T's Check-in	Describe Behaviour	Discuss Impact	Define Goal	Share Ideas on Change	Summary & Next Steps