

Choosing Which Conversation to Have



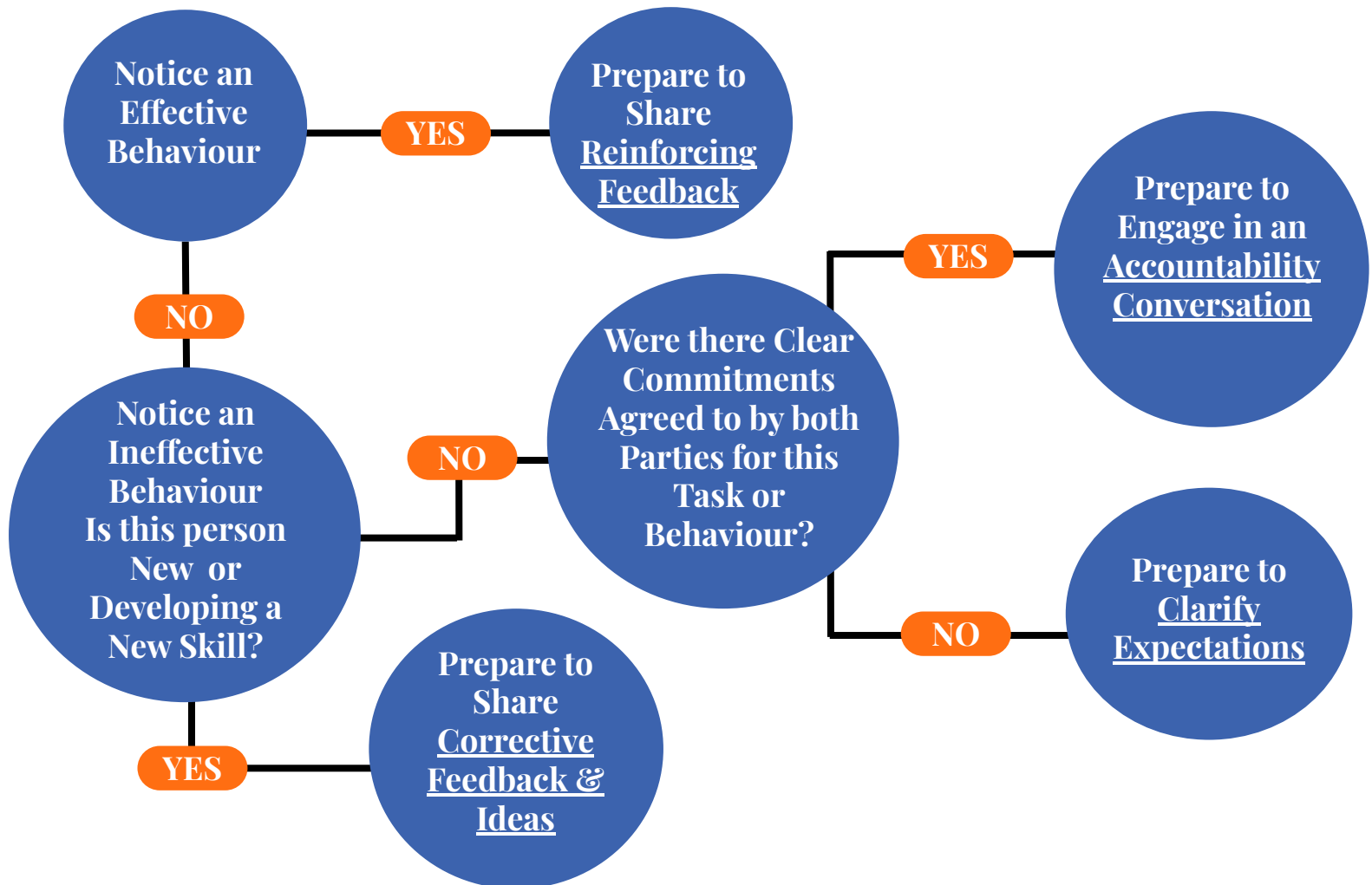
**Clarifying
Expectations**



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



**Holding
Accountability**



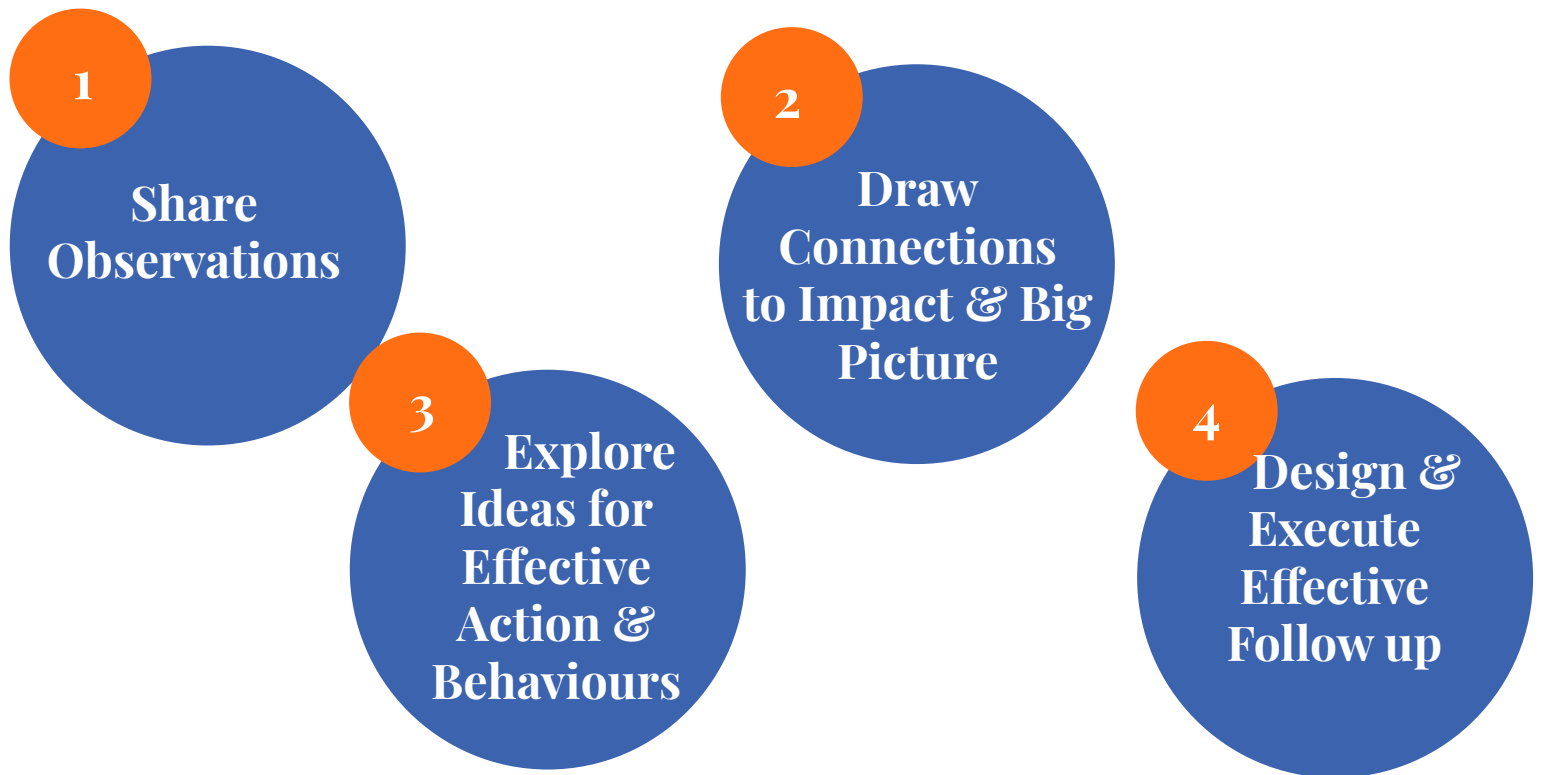
Clarifying Expectations

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

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

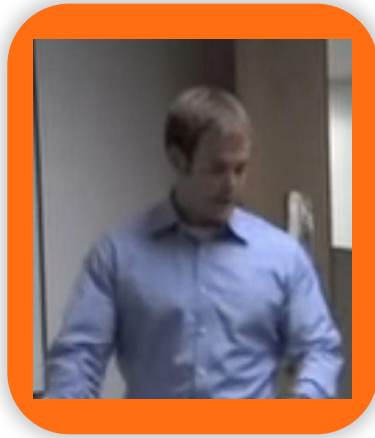
- ❖ Build competencies
- ❖ Improves performance
- ❖ Clarify expectations

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



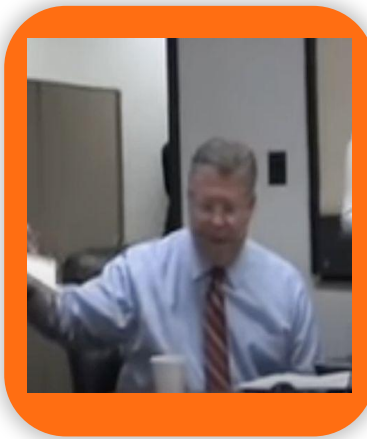
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4



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 style="text-align: center;">Describe behaviour observed in a neutral non-judgmental manner.</p> <p style="text-align: center;">I notice...</p>	<p style="text-align: center;">Share the positive impact of behaviour. Why is getting this right important to the big picture.</p> <p style="text-align: center;">The impact was....</p>	<p style="text-align: center;">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 style="text-align: center;">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