



## ▶ Participant Material

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# Feedback Planner

Discussion with: \_\_\_\_\_ Date: \_\_\_\_\_

## ▶ Feedback Dialog Process

**Open** (state purpose)

★ **Situation/Task, Action, Result**

★ **Alternative Action, Result**

**Close** (express confidence)

- Make procedural suggestions
- Check for understanding

**Esteem**

What contributions or abilities will I acknowledge to enhance esteem? What will I say to maintain esteem?

**Empathy**

What about the situation warrants an expression of empathy? What are the facts and feelings?

**Involvement**

What can I say to seek input or share control of the dialog?

**Share**

Do I need to disclose feelings to build trust?

**Support**

Can I offer assistance?



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▶ **Reflecting on the Discussion**

- What one thing did I say or do particularly effectively?
  
  
  
  
  
  
  
  
  
  
- What one thing could I say or do more effectively next time?

▶ **Next Steps or Support** (if any)

<b>Colleague</b>	<b>Me</b>