

How to Give Feedback / Have a clearing conversation

This process is designed to optimize the feedback process, as well as repair disconnection or resentment with another person or group. If you have something sensitive that you need to share, follow the process below.

Things to remember...

- Be intentional: How do you want to be and what is your goal for the conversation?
- Be curious: What do you want to know about them and how they are feeling?
 - Listen to them the way you'd like to be listened to.
- Be Authentic, with objectivity and positive intent. Facts, Feelings, Questions, Needs and Desires are welcome. Avoid judgments, criticisms and hyperbole.
- Be open: Don't approach this through the frame of right and wrong. Both of your perspectives are valid.
- Seek a resolution that works for everyone involved.

For the Person Clearing the Issue

If you are having the conversation in person, start by getting consent.

- "I have some feedback I was hoping to share. Are you open to a conversation?
- If not now: "When would be a better time for you?"

Step 1: Share some appreciation

- "I wanted to start by letting you know that I appreciate you for x,y and z."
- Share any appreciation you have for them or their contributions on the team

Step 2: Set the Context / Share conversational purpose



"Something has come up that I feel is important to share. I want us to be honest with
each other and want to bring it to you directly. I also wanted to create space for you to
share anything that you might want to share with me.

Step 3: Authentic share (with objectivity and positive intent)

- "The specific facts are..."
 - Observations What are the objective things that happened or were said?
 - Feelings How did that make you feel?
 - Needed What did you need when that happened that you didn't get i.e connection, trust, clarity, respect (universal needs)
 - Request What do you objectively need from them moving forward to feel clear?
 I.e. the 5A's agreements, action, ask them a question, apology, acknowledgement
 - Curiosity What questions do you have about them, what they're feeling or what they need?

Step 4: Take Ownership

- "I also wanted to share how I have played a role in this issue by x,y and z"
 - Take ownership for anything you have done that has contributed to the issue, tension or conflict.

Step 5: Invite them to share (after they have heard you to completion)

• "I also wanted to know if there is anything that you would like to be heard on as it pertains to the issue?"

For the Person Listening

Step 1: Reflect and Confirm

- "What I hear you saying is..."
 (Paraphrase what you heard. Avoid interpreting or adding meaning.)
- "Did I get that right?"
 (If not, invite clarification: "Can you help me understand more clearly?")
- "Could you be more specific / or share just the facts"



(If they are sharing hyperbolic judgments or criticism, ask them to reframe)

Step 2: Invite More

"Is there anything else you'd like to share?"
 (Ask with genuine curiosity and patience.)

Step 3: Ensure Completion

"Have you said everything you need to say here?"
 (If not, go back to "Is there more?" until they feel complete.)

Step 4: Identify Next Steps or Requests

• "Is there anything you would like us to do to resolve this issue?" (If yes, clarify who will do what and by when.)

Step 5: Share some Appreciation

 "Thank you for being willing to have this conversation directly. I appreciate your openness and honesty."