

Feedback Prep Grid

1. Micro-Yes <ul style="list-style-type: none"> • Get buy-in • Reduce mystery / allow prep 	2. Behavior <ul style="list-style-type: none"> • Focus on behavior, not person • Deblur 	3. Impact statement <ul style="list-style-type: none"> • Why does this matter? • Who is affected by it? 	4. Question <ul style="list-style-type: none"> • Check how they see it • Agree to an action plan
EXAMPLE A: Do you have 10 minutes to talk about your last email to Jill?	I noticed you replied to her email three days after she sent it.	I mention it because she can't move forward without your reply, so it might delay her team.	What do you think our process should be moving forward?
EXAMPLE B: Can I share some thoughts with you about that meeting?	During the meeting you announced to everyone that there is a delayed schedule before letting me know.	I bring it up because we looked uncoordinated in front of our clients, which can impact their trust.	How do you see it? Can we agree to...?

