HOW TO 10 HOW TO GIVE NEGATIVE FEEDBACK?



FIERCE TACTICS



YOUR MINDSET

Safe environment

Feedback = valuable helps grow

A good colleague / manager / friend dares to give feedback



Reflection: Would I like to know this myself? How would I like to hear this? How would I respond? → counter this



CRUCIAL SUCCESS FACTORS

PLAY THE BALL, NOT THE MAN

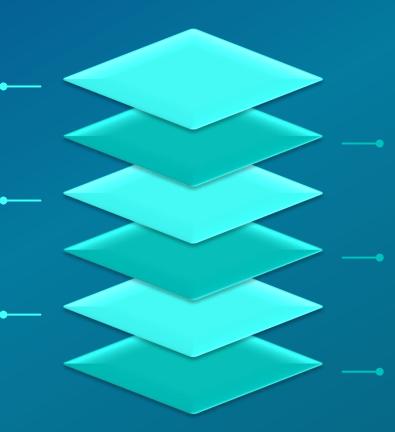
Objective and concreteDon't generalize (always, ever)

BE EMPATHETIC

- Empathize with the situation
 - Reduces defensiveness
 - Promotes understanding

FACILITATE AN OPEN DISCUSSION

- The discussion afterwards = the learning moment
- Insight into motivation or cause of behavior is crucial to work on it



PREPARE YOURSELF

- What do you want to say and how?
- What opposition do you expect?

I-PERSPECTIVE

- Me + feeling + behavior
- Constructive and less confrontational (experience)

CONCRETIZE YOUR GOAL

• What do you want to achieve with this conversation?

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