## 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

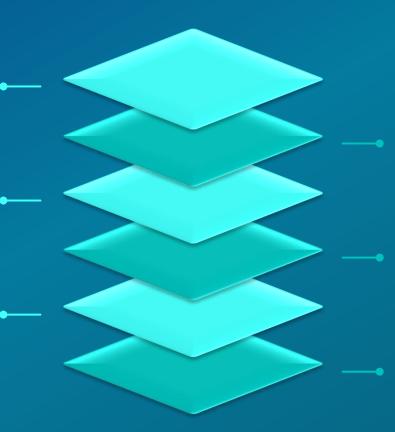
Objective and concreteDon't generalize (always, ever)

#### **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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