

7

THINGS TO REMEMBER WHEN YOU GIVE FEEDBACK TO OTHERS



① THEIR IDEAS ABOUT WHAT TO DO NEXT MATTER MOST

We can tell people what to do, but we are more effective when we can get them to think about their own ideas around changes they want to make. No one executes another person's plan for their behavior change until it actually becomes their own plan.

② YOU NEED TO HELP THEM CREATE A PLAN, NOT JUST AN INTENTION

Someone saying, "I want to pay more attention to detail," or "I want to communicate better" actually won't make any changes until they have a concrete plan for how, in addition to an intention to do things differently.

③ QUESTIONS HELP THEM THINK MORE THAN STATEMENTS

Asking them how they want to get different results or what changes they want to make next time is far more effective than telling them what you think they should do differently. Causing them to think helps them build new mental maps for what they do next.

④ IF YOU CAUSE FEAR OR CREATE STRESS, THEY ARE NO LONGER LISTENING

Once someone gets scared or stressed their fight or flight system gets engaged and they are focused on escaping the situation or defending their position. They are no longer focused on any kind of solution or change.

⑤ COMPLIANCE AND COMMITMENT ARE DIFFERENT

Getting someone to agree with your point of view on what they need to do differently or next is far less effective and sustainable than their own commitment to a new course of action or set of thoughts.

⑥ YOU CANNOT WIN AND HELP AT THE SAME TIME

If you catch yourself trying to convince them that you are right or to see your point of view, you have lost the ability to support them in developing their own new thoughts or new set of actions.

⑦ TIMING MATTERS

Sometimes speed is not the most important thing, and we need to wait for opportunities for others to be in the right frame of mind and receptive to new ideas or ways of thinking.