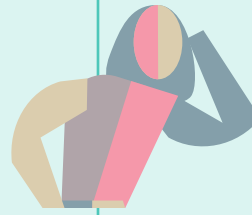


GIVING FEEDBACK as a GIFT

RECEIVING FEEDBACK as a GIFT

Find the right moment and place
/ Listen to what is under the
surface – active listening

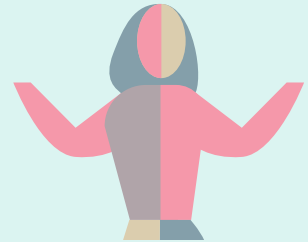


Active listening

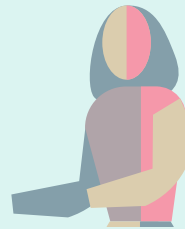
Remind yourself why you are
doing it, and state it as the
beginning of the conversation



Ask for more
explanation

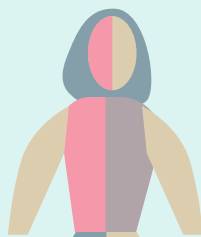


Be honest and polite, tell
what you see, use I (I need is
important)

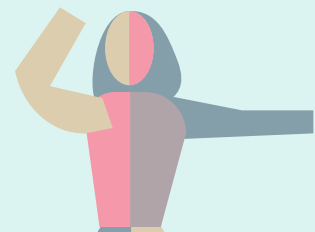


The sponge and the
strainer mentality

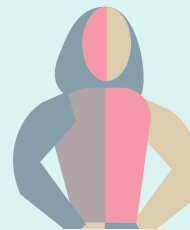
Put everything out
on the table



Take the action
don't overthink

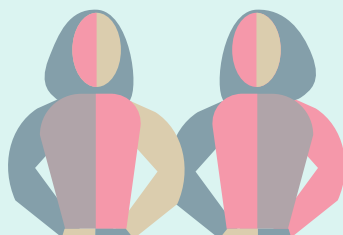


Make it a habit

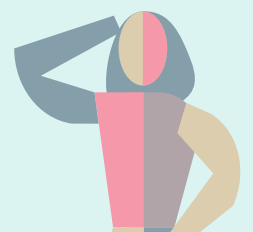


Remind why you are thankful and
acknowledge what is hurting the
other person

Talk about the next
steps together



Recognize the other person took
the step and time to start the
conversation



Don't vanish after