



November News

Welcome to November's News, which includes the second article in a three-part series entitled **STRAIGHT TALK: Communication Tools for Success**.

The goal of this series is to review simple, well-known communication tools that are guaranteed to enhance all of your relationships.

Last month we shared *5 Essential Ingredients to Effective Communication*. This month we are talking about *The Art of Giving Effective Feedback*.

Read on to find lots of tips on how to give feedback that inspires and empowers others!



PART II: The Art of Giving Effective Feedback

Throughout our lives we are presented with opportunities to give feedback. However, most of us experience giving feedback as a difficult, even uncomfortable, task. We note that our style of communicating does not always have the desired impact of improving the other's performance or behaviour; and in fact, at times, has the opposite effect! As a result, and because we are at risk of creating negative feelings in the receiver, many of us avoid giving any feedback at all. An unfortunate scenario, as feedback, when offered correctly, provides a wonderful opportunity for growth for all parties involved.

Therefore, in order to encourage and support you to give more effective feedback more often, we have developed a basic framework for you to follow. When the opportunity to offer some feedback to a partner, spouse, child, friend or co-worker next arises, consider applying the 8 simple steps provided below.



Eight Simple Steps To Giving Effective Feedback

1. ***Check your intention.*** Before providing any feedback, make sure your intention is not to fix or change the other person. Creating the highest good for the person is a key ingredient to sharing valuable feedback.
2. ***Ask for permission.*** While we hope that our feedback will be perceived as a 'gift', this is not always the case. Short of being in the role of a performance evaluator in a business setting or a parent to a small child, one should always seek permission to give feedback.
3. ***State your purpose for giving the feedback.*** The receiver should have at least a cursory understanding of the purpose of the feedback discussion before it begins. This provides them with the best opportunity to prepare to *openly* receive the feedback.
4. ***Describe the behavior.*** Present your perceptions, reactions and opinions as such, *not as facts*. This step includes the usual suggestion to use "I" statements but also requires that you give specific examples of the individual's behaviour, sticking to only one topic area of concern. Feedback should be also given in a way to show acceptance of the receiver as a worthwhile person and someone who has the right to be different.
5. ***Describe the impact of the behavior.*** Feedback about performance should provide examples of what are 'high' and 'low' areas of that performance, as well as how specific behaviours appear to be contributing to or limiting effectiveness. Avoid repeating yourself or 'driving home your point'. Watch your tone of voice when describing behaviour and it's impact so that the feedback is not perceived as its close cousin... criticism.
6. ***Provide an opportunity for the receiver to respond.*** Open the floor for a response, making it clear that the receiver is welcome to take time out to absorb your comments before responding.
7. ***Offer suggestions and explore solutions.*** Where there are established procedures or solutions, specific suggestions should be given to improve performance. Otherwise, solutions are best explored jointly.
8. ***Review the decisions made and state a positive commitment.*** Summarize the outcome of the discussion and review the commitments of both parties. In a business setting, follow-up by way of a letter or email is appropriate and recommended. In all cases, remember to let the receiver know that you appreciate having the opportunity to give feedback.

30-Day Challenge: Print out these steps and the next time an opportunity presents itself for you to give feedback, challenge yourself to practice this technique. You might be pleasantly surprised at how effective you can be at helping others grow.

Stay-tuned for December News where you will find some important tips and tools to use when *Receiving Feedback*.

UPCOMING SEMINARS & WORKSHOPS



FREE INTRODUCTION TO IMAGO TELECLASS

Wednesday, November 25TH at 7:00 p.m.

This Free Information Session is for **Singles and Couples** and introduces **IMAGO**, the work of **Oprah's** favourite relationship therapist: **Dr. Harville Hendrix** (author of the New York Times Best Seller "**Getting the Love You Want**").

Please Register On-Line
www.hinacoaching.com

IMAGO CONNECTS **A FUN, INTERACTIVE WORKSHOP FOR COUPLES AND SINGLES** **ALL ABOUT LOVE & RELATIONSHIPS**

- Find out what the experts say about why we choose the partners we do
- Gain further understanding of the predictable stages of relationships
- Learn what your personality *style* is for dealing with conflict
- Review a simple tool to help dissolve conflict and increase connection in all of your relationships (including your relationships with family, friends and co-workers)
- Have the opportunity to be coached or to watch a coaching session using this tool
- Receive a "roadmap" to help you navigate your current (or next) relationship more effectively

Saturday, January 30, 2009 ~ 9:30 to 12:30 p.m.

Held @ Ravenswood Studio, North Vancouver

\$35.00

To Register call Katie at 778-772-9066 or register on-line @ www.hinacoaching.com

GETTING THE LOVE YOU WANT Workshop for Couples
with Maureen McEvoy and Tamara Adilman
November 20 - 22, 2009
Cost: \$750.00 per couple (includes GST)
Visit www.imagovancouver.com for more info

Visit the website www.hinacoaching.com for info on other workshops in 2010