

EXERCISE – FEEDBACK

Objective: To use feedback as a lever for transparency to raise your standards of excellence, by delivering corrective feedback and specific assessments according to the structure “**Observation + Offer of assistance**”.

STEP 1 – PREPARING "DONOR" FEEDBACK

Think of a situation where someone (employee, colleague, partner) is not quite up to the expected standard.

Behavior (Pure Fact): Describe what you see without qualifying adjectives.

.....
.....

Impact (Consequence): What is the effect on the project or on you?

.....
.....

The Help Offer: Formulate a specific question to help them improve.

.....
.....

Writing exercise: “[Name], I’ve noticed that [Fact]. This has the effect of [Impact]. How can I help you make this point flow more smoothly in the future?”

STEP 2 – RECEPTION SIMULATION

Imagine that someone has just given you some harsh, or even unfair, feedback.

The Breathing Pause: Write down the phrase you will tell yourself internally to avoid reacting emotionally. (Ex: “This is information, not an attack”).

.....
.....

The Curiosity Question: Write a question to get more details about the other person's hidden need. (Ex: “What exactly would you like to see change in the way I do things?”).

.....
.....

The Follow-Up Commitment: How will you close the discussion in an ethical manner? (Ex: “I will think about what you told me and I will get back to you tomorrow with a solution”).

.....
.....

EXERCISE – FEEDBACK

Objective: To use feedback as a lever for transparency to raise your standards of excellence, by delivering corrective feedback and specific assessments according to the structure “**Observation + Offer of assistance**”.

STEP 3 – THE “OVER-DELIVERED” POSITIVE FEEDBACK

Feedback isn't just corrective. To build a solid marble jar (Module 4), you need to give specific, positive feedback.

1. **Identify a success story:** Who has done an excellent job recently?
2. **Explain the “Why”: Don't say “Good job.” Say:** “Your contribution during the meeting clarified X, and it helped me make a quick decision.”
3. **Action:** Commit to sending this message or saying these words as soon as this module is finished.

.....

.....

.....

.....

.....

.....