









Feedback Skills Key Points

Tip: Bookmark or print this overview for easy reference. See Grid on page two. Add a calendar reminder to pull feedback regularly!

<p>Make it receivable LifeLabs⁷ Learning</p> <p>1a. Micro-yes</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <ul style="list-style-type: none"> • Can we do a quick check-in on...? • Do you have some time to talk about...? • I have some thoughts on.... Can I share them with you? </div>	<p>Make it receivable LifeLabs⁷ Learning</p> <p>1b. Behavior, not person</p> <p>Talk about what they <i>do</i>, not who they <i>are</i>:</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <ol style="list-style-type: none"> 1. You are too sloppy. 2. You aren't realistic. 3. You were rude. 4. You are awesome. </div> <p>➤ Convert it. Your [what]?</p>	<p>Make it receivable LifeLabs⁷ Learning</p> <p>1c. Data, not interpretation</p> <p>Name what a camera can capture:</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <ol style="list-style-type: none"> 1. Your email is <u>too sloppy</u>. 2. Your proposal isn't <u>realistic</u>. 3. You <u>always appear unfriendly</u>. 4. Your summary is <u>awesome</u>. </div> <p>✂ Mentally underline blur words.</p> 
<p>Make it actionable LifeLabs⁷ Learning</p> <p>2a. LifeLabs Playing Cards Method™</p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 60%;"> <ul style="list-style-type: none">  CLUB: Negative, blurry  SPADE: Negative, specific  HEART: Positive, blurry  DIAMOND: Positive, specific </div> <div style="width: 35%; border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>✂ Main point: Vocabulary! Say to yourself, "Oh, that was a club, let me convert it!"</p> </div> </div>	<p>Make it actionable LifeLabs⁷ Learning</p> <p>Tip: Do not pad! State negative feedback clearly.</p> 	<p>Make it actionable LifeLabs⁷ Learning</p> <p>2b. Impact statement</p> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 10px;"> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <p>Specify behavior you want to repeat/diminish</p> <p>“ I like how you gathered the data into a 1-pager and came up with an action plan. ”</p> </div> <div style="font-size: 2em; margin: 0 10px;">+</div> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <p>Add impact statement</p> <p>It helps us become more efficient as a team. ”</p> </div> </div>
<p>Make it balanced LifeLabs⁷ Learning</p> <p>3a. Balanced viewing</p> <div style="display: flex; align-items: center; margin-top: 10px;">  <div style="margin-left: 20px;"> <p>So:</p> <ul style="list-style-type: none"> • Notice what people do well • Strengthen their strengths • Make deposits </div> </div>	<p>Make it balanced LifeLabs⁷ Learning</p> <p>3b. Balanced feedback culture</p> <div style="display: flex; align-items: center; margin-top: 10px;">  <div style="margin-left: 20px; border: 1px solid #ccc; padding: 5px;"> <p>“ _____ ”</p> <p><i>So that I can keep learning, I'm curious: what's one thing you liked? What's one thing I could have done 10% better?</i></p> <p>”</p> </div> </div>	<p>Make it balanced LifeLabs⁷ Learning</p> <p>3c. Balanced dialogue</p> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 10px;"> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <p>Ask</p> <p>Micro-yes</p> </div> <div style="font-size: 2em; margin: 0 10px;">+</div> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <p>Tell</p> <p>Data + Impact</p> </div> <div style="font-size: 2em; margin: 0 10px;">+</div> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Ask</p> <p>Questions</p> <ul style="list-style-type: none"> • What are your thoughts? • How do you see it? • What can we do differently moving forward? </div> </div>

Feedback Prep Grid

1. Micro-Yes <ul style="list-style-type: none"> • Get buy-in • Reduce mystery 	2. Data point <ul style="list-style-type: none"> • Focus on behavior, not person • Focus on data, not interpretation • No blur words 	3. Impact statement <ul style="list-style-type: none"> • Why does this matter? • Who is affected by it? 	4. Q-step <ul style="list-style-type: none"> • Check if they see it the same • Joint problem solve • Agree to an action plan
EXAMPLE A: Do you have 10 minutes to talk about your last email to Jill?	I noticed you replied to her email three days after she sent it.	I mention it because she can't move forward without your reply, so it might delay her team.	What do you think our process should be moving forward?
EXAMPLE B: Can I share some thoughts with you about that meeting?	During the meeting you announced to everyone that there is a delayed schedule before letting me know.	I bring it up because we looked uncoordinated in front of our clients, which can impact their trust.	How do you see it? Can we agree to...?

