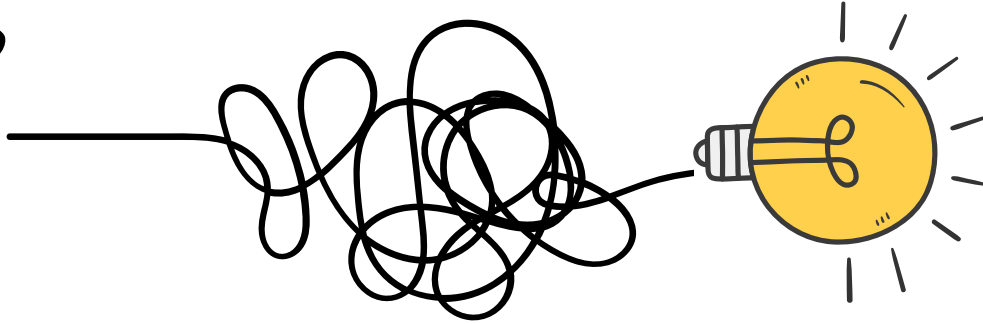


THE ART & SCIENCE



OF DIFFICULT CONVERSATIONS



BONUS RESOURCES

SEASON 1: EPISODE 4

HOW TO HANDLE CONSTRUCTIVE
FEEDBACK

ROLEPLAY: MANAGER
COMMUNICATING
PERFORMANCE ISSUES TO
AN EMPLOYEE.

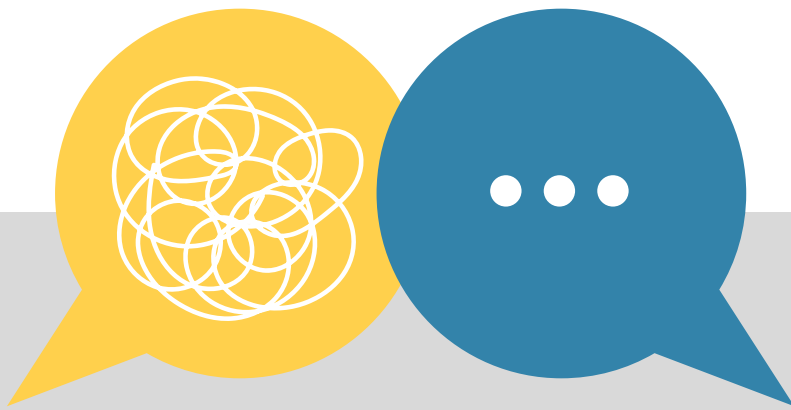
Leadership Potential



and



MindFittery



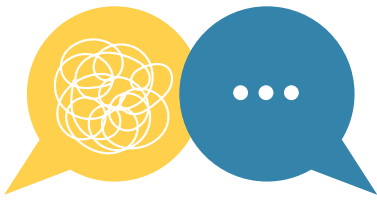
GIVING CONSTRUCTIVE FEEDBACK

Constructive feedback is a powerful tool in fostering growth and development in any environment, especially in the workplace. When done effectively, constructive feedback promotes a culture of continuous improvement, encourages open communication, and builds trust between individuals.

PAUSE & REFLECT

Consider your approach to giving feedback:

- Do you tend to offer feedback with clarity and specificity, or does it often come across as vague or critical?
- Do you give feedback promptly, or do you let issues accumulate?
- How do you handle emotions when you provide feedback?
- Do you observe positive changes or feel resistance from individuals after receiving your feedback?



GIVING CONSTRUCTIVE FEEDBACK

Improve your self-awareness and effectiveness by reflecting on your approach to giving constructive feedback. Use the prompts from the previous page, and/or share what you already do well in your feedback sessions, and what you wish would improve.

ROLEPLAY SCENARIOS



SCENARIO 1: WHAT **NOT** TO DO

1. **Avoid Vagueness:**

- Avoid being vague or unclear about the issues, as it can lead to confusion and misunderstandings.

2. **Avoid Judgment and Speaking in Absolutes:**

- Refrain from saying: "You ALWAYS / NEVER do..."
- Avoid judging character, focus on specific behavior and the impact it has on you/the project/team, etc.

3. **Don't Micromanage or Take Over:**

- Avoid micromanaging or taking over tasks completely as a solution. It doesn't empower the individual to improve & can lead to your burnout and resentment.

4. **Don't Dismiss Concerns:**

- Avoid dismissing or disregarding the concerns or challenges faced by the other person.

5. **Steer Clear of Dictating Solutions:**

- Avoid dictating solutions without involving the other person. Encourage them to offer their ideas and solutions. Ask questions.

6. **Don't Neglect Follow-Ups:**

- Don't neglect setting clear follow-ups or timelines to track progress and ensure the resolution of issues.

ROLEPLAY SCENARIOS



SCENARIO 2: WHAT TO DO INSTEAD

1. **Set the stage:**

- Allocate enough time, minimize distractions,
- Start the conversation with a calm tone of voice

2. **Be Specific and Clear:**

- Clearly articulate the issues or concerns without being vague.
- Provide specific examples and details to support feedback or criticism.

3. **Empathize and Support:**

- Approach the conversation with empathy and understanding.
- Don't rush it; stay patient, calm. Listen to understand

4. **Encourage Collaboration:**

- Ask open-ended questions to encourage their input and ideas for resolution.

5. **Offer Support and Resources:**

- Offer support, guidance, or resources to help the individual overcome challenges.
- Provide assistance or training if necessary to improve performance.

6. **Set Clear Follow-Ups:**

- Establish clear follow-ups. Define action steps and timelines for addressing the identified issues.

THE ART AND SCIENCE OF DIFFICULT CONVERSATIONS

ADDITIONAL SUPPORT

Feeling stuck with some specific individuals on your team or in your project? Want to practice and improve your communication and leadership skills?

Let us know.



 CHRIS WONG



 LUCIE TESAROVA

