

giving feedback

Helping

Describing specific behaviours
– what was said or done

Providing recent examples

Conveying feelings of
concern-intending to be helpful

Conveying equal power – the
recipient controls as much as you do

Being descriptive, non-evaluative

Describing your own feelings
as a consequences of the
other's behaviour

Revealing your underlining
assumption (why you believe the
behaviour occurred)

Hindering

Making general vague statements

Providing old examples

Finding fault, accusing, blaming

Conveying a power edge

Evaluating or judging the other person

Attributing negative motives for
the behaviour

Bringing up behaviours that the other
cannot change

receiving feedback

Turn on

Paraphrasing what the other person said

Requesting clarification

Summarising what you've heard

Speculating as to examples of behaviour

Shut Down

Justifying your behaviour

Apologising

Building a case to "explain away" your behaviour

Promising not to do it again

Accepting too quickly without understanding

Over internalising the feedback