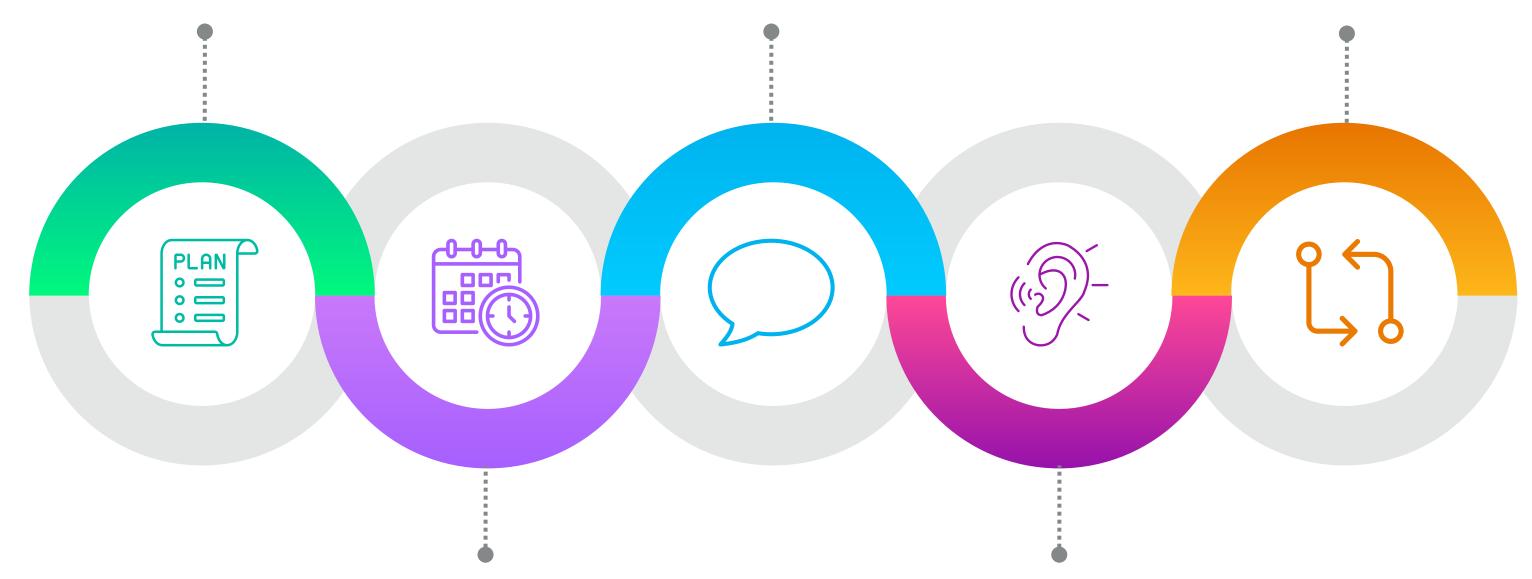
steps for giving feedback

plan the logistics and what you'll say
- include examples and remember: more
+ affirmations than change invitations

have the conversation using "I" statements and sharing your examples - be powerful, precise and values-based

offer a follow up conversation and commit to checking in



schedule the conversation and share your intent: give broad context

give time for clarifying questions
- actively listen and allow them to
speak (ego expression)

HEARTSPARKS heartsparks.com.au

steps for receiving feedback

ACTIVELY LISTEN

Check your body language and support yourself to remain present

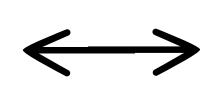
CLARIFY IF NEEDED

Ask questions if you feel unclear about what is being said

COMMIT TO ACTION

Decide what you are willing to do differently (if anything) and share your commitment

















OPEN INVITATIONS

Actively invite feedback and encourage brave conversations

BE CURIOUS

Maintain a beginner's mind - even if you think the feedback is misguided

REFLECT + CARE

Take time to consider what you've been told as you invest in self care

FOLLOW UP

Make a time to check in with your progress

