

Shari Harley's Eight-Step Feedback Formula

1. Introduce the conversation.

2. State your motive.

3. Describe the behavior – “I’ve noticed.”

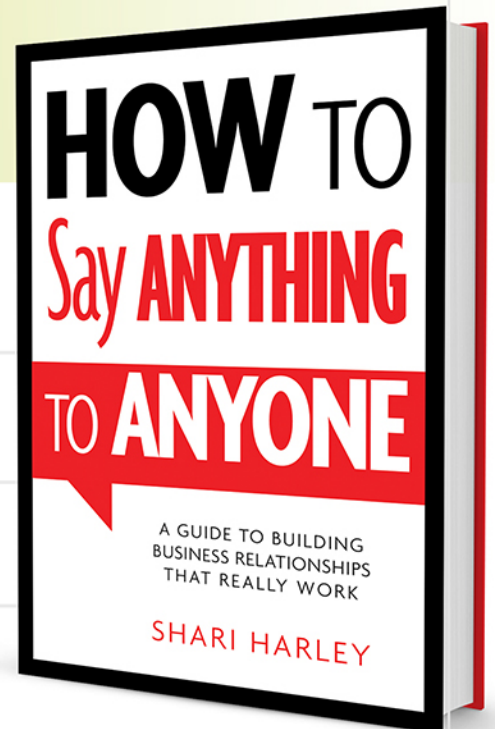
4. State the impact of the behavior.

5. Ask the other person for his/her perception of the situation – Both people talk.

6. Make a suggestion or request – If s/he knew another way to do it, s/he would do it that way.

7. Build an agreement on next steps.

8. Say “Thank You.”



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