



Feedback & Communication

Agenda

1. Feedback is everywhere
2. 4 Sides of a Message
3. Feedback Rules

Sender-Recipient-Model

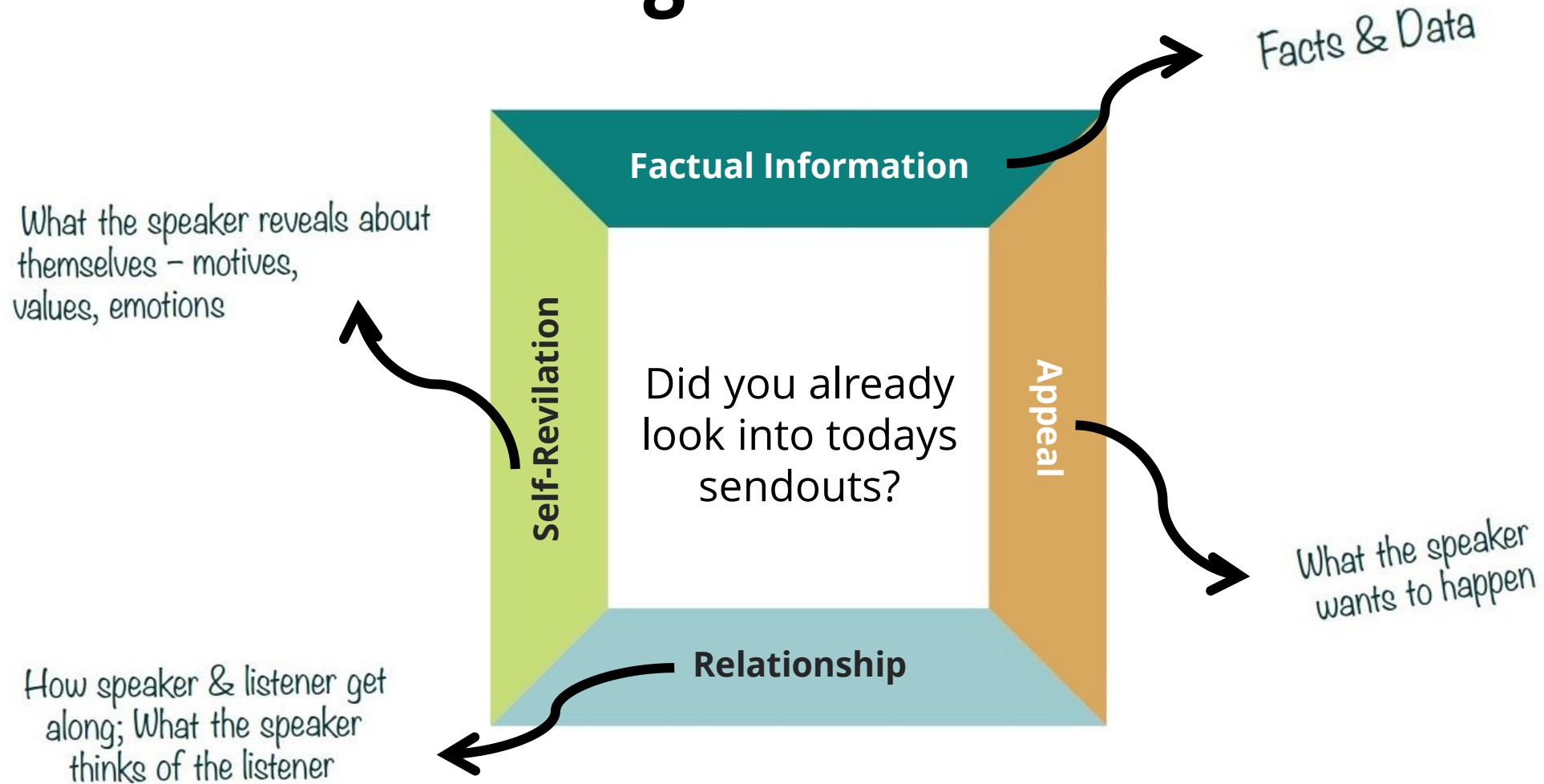


Sender



Receiver

4 Sides of a Message



Feedback Rules

Observation

- Only facts
- Provide an example
- No generalisation
- No judgment
- No evaluations

- Listen to the other side of the story

Questions

Impact

- I-statement, or
- Stating a factual outcome
- Be as precise as possible

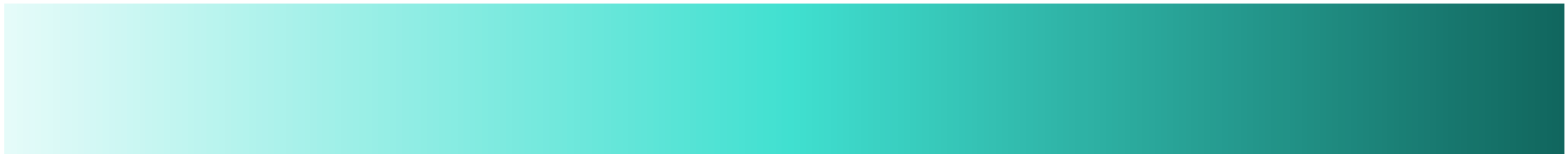
- Actionable recommendation
- Short-term: Avoid same situation
- Long-term: Fix underlying issue

Request

Influencing behavior: easy to difficult

Easy to influence

Difficult to influence



Job Skills

Time- and
work
management

Knowledge

Attitude

Habits

Personality
traits