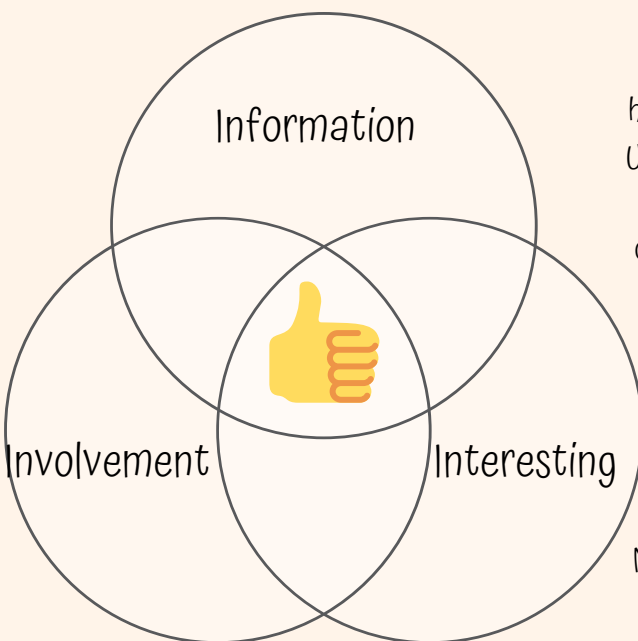


# HOW TO INCREASE PARTICIPATION IN FEEDBACK CONVERSATIONS

How frustrated do you get as a leader when the person to whom you're delivering feedback doesn't respond much, if at all? Here are some tips:

"Tell me & I hear; show me and I understand; involve me & I will engage". You can triple their chances of listening, believing, trusting, & sustainably implementing the feedback if you apply the tactical use of purposeful questions. Usually questions are to get answers but here, the main point is to involve & engage them. You'll also get answers but that's not the main point.



When they join the team, explain what feedback is and its purpose (improve performance). It's for everyone & will happen all the time. No one's in trouble. Use a consistent structure: expectation -> behaviour -> gap -> plan. When you deliver the feedback, make it objective not subjective and describe actual behaviour / results vs expectations.

Frame this specific feedback in a way that's practical and relevant to them. What's their WIIFM (What's In It For Me?) Generally, ensure they get positive feedback, even if it's for effort not results, so the corrective feedback is less stressful.

The Questioning Diamond:  
(Drive participation; Retain control)

