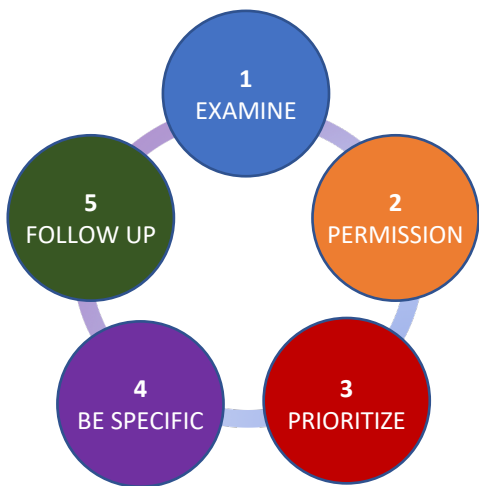


FEEDBACK CONSENT LOOP



GIVER

1. Examine your motivations and your timing. Can it wait? Is it urgent? Helpful or spiteful?

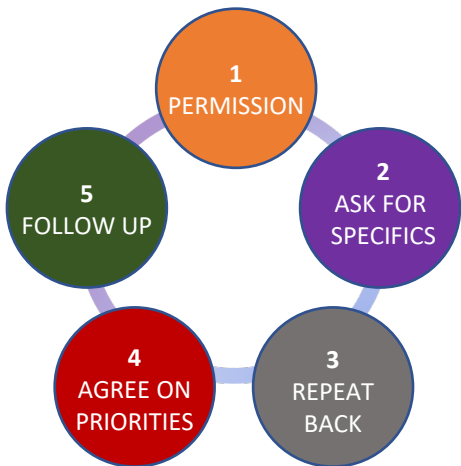
2. Ask for permission: “May I offer you some feedback?” “Is now a good time?”

3. Prioritize: People likely will take two or three messages from your feedback. No crap sandwiches allowed.

4. Be specific: Don’t quote third parties. Talk about what you’ve seen and what you know.

5. Follow up: If it was worth bringing up, it is worth checking-in on later.

FEEDBACK CONSENT LOOP



RECEIVER

1. Permission: If someone offers you feedback be honest about your mindset. Is now a good time? Do you need a moment? Or more?

2. Ask for specifics: Remind the person that the more specific they are, the better the chances are you can improve.

3. Repeat Back: Try to repeat verbatim the feedback you receive; if it is too long, ask the giver to break it up

4. Prioritize: Don't accept crap sandwiches; ask what needs to be fixed and by when.

5. Follow up: Say thanks! And check-back later.