

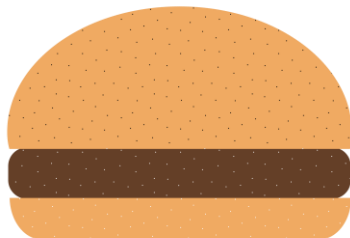


Give feedback with PEW

Perception: Describe observed behavior as concretely as possible (give example)

Effect: This is how your behavior affects me, this emotion triggers it (emotional resonance)

Wish: You could do it like this ... (alternative proposal)



Sandwich method: positive - negative - positive

Always stick to the point, don't get personal
Speak in I-messages
The sound makes the music!

Accepting feedback

Listen and let the others finish speaking: You can't know what the other person is trying to say until he has finished speaking. At most one could guess.

Ensure understanding: Make sure that you understand exactly what the other person means. Keep asking until you are sure.

Not justify. Resist the temptation to justify yourself. You want to learn something about yourself from the other, not the other way around.

Love it, change it or leave it: of course you decide whether and to what extent you take the feedback to heart. Likewise, whether and what you want to change as a result.