CreativeHuddle

EXERCISE

TIME 15 minutes

GROUP Each person

Teamwork

Say It Card

Work out one piece of feedback for a colleague, from the type to the next step.

THE IDEA

Useful feedback is specific and easy to act on. Choose the type of feedback the moment needs, then describe the situation, the behaviour and its impact, and add a next step. Put it together in your own words and say it soon.

Materials. This card and a pen, or a shared online whiteboard.

1 Who is it for?

.....

Which type of feedback does the moment need? Tick one.

- **Appreciation** — It says what you value. ☐
- **Coaching** — It helps them grow. ☐
- **Evaluation** — It shows where they stand. ☐

2 Situation

When and where did it happen?

At...

3 Behaviour

What did they say or do, as a camera would see it?

You...

4 Impact

What difference did it make to you, the team or the work?

It meant...

5 Next step

Appreciation	Coaching	Evaluation
"Please keep..."	"Next time, could you...?"	"To reach the standard, ..."

☐ **For coaching or evaluation,** say why you're telling them: a goal you share and what you value in them.

TO A COLLEAGUE
"I'm mentioning it because we rely on your updates to make good decisions."

FROM A MANAGER
"I'm telling you this because I have high standards and I know you can meet them."

6 Say it

Put it together as you'd say it.

Will they hear it?

- ☐ TRUTH — It describes what they did.
- ☐ RELATIONSHIP — It shows I'm on their side.
- ☐ IDENTITY — It's about one moment.

When to say it .....

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WORKED EXAMPLE

TIME 15 minutes

GROUP Each person

Teamwork

Say It Card

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THE IDEA

Useful feedback is specific and easy to act on. Choose the type of feedback the moment needs, then describe the situation, the behaviour and its impact, and add a next step. Put it together in your own words and say it soon.

Materials. This card and a pen, or a shared online whiteboard.

1 Who is it for?

Aisha

Which type of feedback does the moment need? Tick one.

- **Appreciation** — It says what you value. ☑
- **Coaching** — It helps them grow. ☐
- **Evaluation** — It shows where they stand. ☐

2 Situation

When and where did it happen?

At Tuesday's Harris call, when Lisa asked about the new pricing.

3 Behaviour

What did they say or do, as a camera would see it?

You walked her through the three options with your one-page summary and answered every question calmly.

4 Impact

What difference did it make to you, the team or the work?

Lisa signed off the renewal on the call, and I learned a simpler way to explain pricing.

5 Next step

Appreciation	Coaching	Evaluation
"Please keep..."	"Next time, could you...?"	"To reach the standard, ..."

Please keep using the one-page summary, and share it with the team.

☐ **For coaching or evaluation,** say why you're telling them: a goal you share and what you value in them.

TO A COLLEAGUE
"I'm mentioning it because we rely on your updates to make good decisions."

FROM A MANAGER
"I'm telling you this because I have high standards and I know you can meet them."

6 Say it

Put it together as you'd say it.

Aisha, on Tuesday's Harris call you walked Lisa through the pricing with your one-page summary and answered every question calmly. She signed off on the call. Please keep using it, and share it with the team.

Will they hear it?

- ☑ TRUTH — It describes what they did.
- ☑ RELATIONSHIP — It shows I'm on their side.
- ☑ IDENTITY — It's about one moment.

When to say it *Thursday, after the team meeting*

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WORKED EXAMPLE

TIME 15 minutes

GROUP Each person

Teamwork

Say It Card

Work out one piece of feedback for a colleague, from the type to the next step.

THE IDEA

Useful feedback is specific and easy to act on. Choose the type of feedback the moment needs, then describe the situation, the behaviour and its impact, and add a next step. Put it together in your own words and say it soon.

Materials. This card and a pen, or a shared online whiteboard.

1 Who is it for?

Ben

Which type of feedback does the moment need? Tick one.

- **Appreciation** — It says what you value. ☐
- **Coaching** — It helps them grow. ☑
- **Evaluation** — It shows where they stand. ☐

2 Situation

When and where did it happen?

In Monday's team meeting, during your project update.

3 Behaviour

What did they say or do, as a camera would see it?

You went through all twelve open tasks before reaching the supplier decision.

4 Impact

What difference did it make to you, the team or the work?

We had five minutes left to choose the supplier, so we agreed to decide by email.

5 Next step

Appreciation	Coaching	Evaluation
"Please keep..."	"Next time, could you...?"	"To reach the standard, ..."

Next time, could you start with the decision you need, then give the detail?

☑ **For coaching or evaluation,** say why you're telling them: a goal you share and what you value in them.

TO A COLLEAGUE
"I'm mentioning it because we rely on your updates to make good decisions."

FROM A MANAGER
"I'm telling you this because I have high standards and I know you can meet them."

6 Say it

Put it together as you'd say it.

Ben, can I offer a suggestion? In Monday's update you went through all twelve tasks before the supplier decision, and we had five minutes left to choose. Next time, could you start with the decision? I'm mentioning it because we rely on your updates to make good decisions.

Will they hear it?

- ☑ TRUTH — It describes what they did.
- ☑ RELATIONSHIP — It shows I'm on their side.
- ☑ IDENTITY — It's about one moment.

When to say it *Wednesday, at our one-to-one*

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