

THE SITUATIONAL FEEDBACK MENU



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1 PASSIVE (AGGRESSIVE)

DESCRIPTION

No direct feedback (yet tells others)

SOUNDS LIKE

- Verbal silence – although possibly body language
- “Can you believe he acted that way?!”

INTENDED USE

- To save time
- To avoid confrontation or hurt feelings
- To avoid creating a politically fraught situation
- To let others know you see the issues

SANDWICH

Empty plate No sustenance at all



THE SITUATIONAL FEEDBACK MENU

2 POSITIVE

DESCRIPTION

- Entirely approving feedback
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SOUNDS LIKE

- "Excellent job on the presentation today"
 - "Your insightful approach opened the door for all"
 - "A real pleasure to work with you"
-

INTENDED USE

- To recognize a great job
 - To build a better relationship
 - To lay ground to deliver straight "negative" feedback
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SANDWICH

Jam Sweet and virtually all carbs



3 SUGGESTIVE

DESCRIPTION

- Positivity encasing subtle feedback about concerns/issues

SOUNDS LIKE

- "Great job! You may consider looking at the issue differently, but overall well done"
- "You are talented, but think about building bridges vs. silos"

INTENDED USE

- To give suggestions about what could be changed while avoiding hurt
- To provide feedback in first- or second-time situations
- To guide the highly learning-agile

SANDWICH

Ham baguette Predominantly delicious carbs, little protein



4 CONSTRUCTIVE

DESCRIPTION

- Specific behavioural feedback about improvement areas with positive opening and closing

SOUNDS LIKE

- "Nicely done and much better than last time. But you didn't: change the fourth slide, redo the key analyses, or provide more detail. Very good, overall"

INTENDED USE

- To convey both what went well and what should be changed in behavioural terms
- To leave the person feeling good, knowing what to change and motivated to do so

SANDWICH

Turkey on white Multiple pieces of protein between appreciable carbs



5 TRANSFORMATIVE

DESCRIPTION

- Candidly worded behavioural feedback that jumps quickly into the issues that need improvement
- Ends with support for the anticipated change

SOUNDS LIKE

- "You prioritized without due attention to clients' priorities"
- "Your third point was not clear enough to convince others"
- "I will offer whatever support you need"

INTENDED USE

- To quickly provide a clear and compelling message regarding what needs to change
- To capitalize on a positive culture in which one can just be direct

SANDWICH

Shrimp Danish Pure protein with carbs only as concluding support



6 SAVE-ATIVE

DESCRIPTION

- Strongly worded feedback with an ultimatum
- Delivered early enough to allow change

SOUNDS LIKE

- "This is unacceptable and unless you change significantly your career here may well be truncated. Let's review the specific problem areas closely"

INTENDED USE

- To galvanize the recipient to focus on changing observably and quickly
- To prevent serious derailment

SANDWICH

Spicy beef Very hot, spicy and rich protein, with nary a carb in sight

