

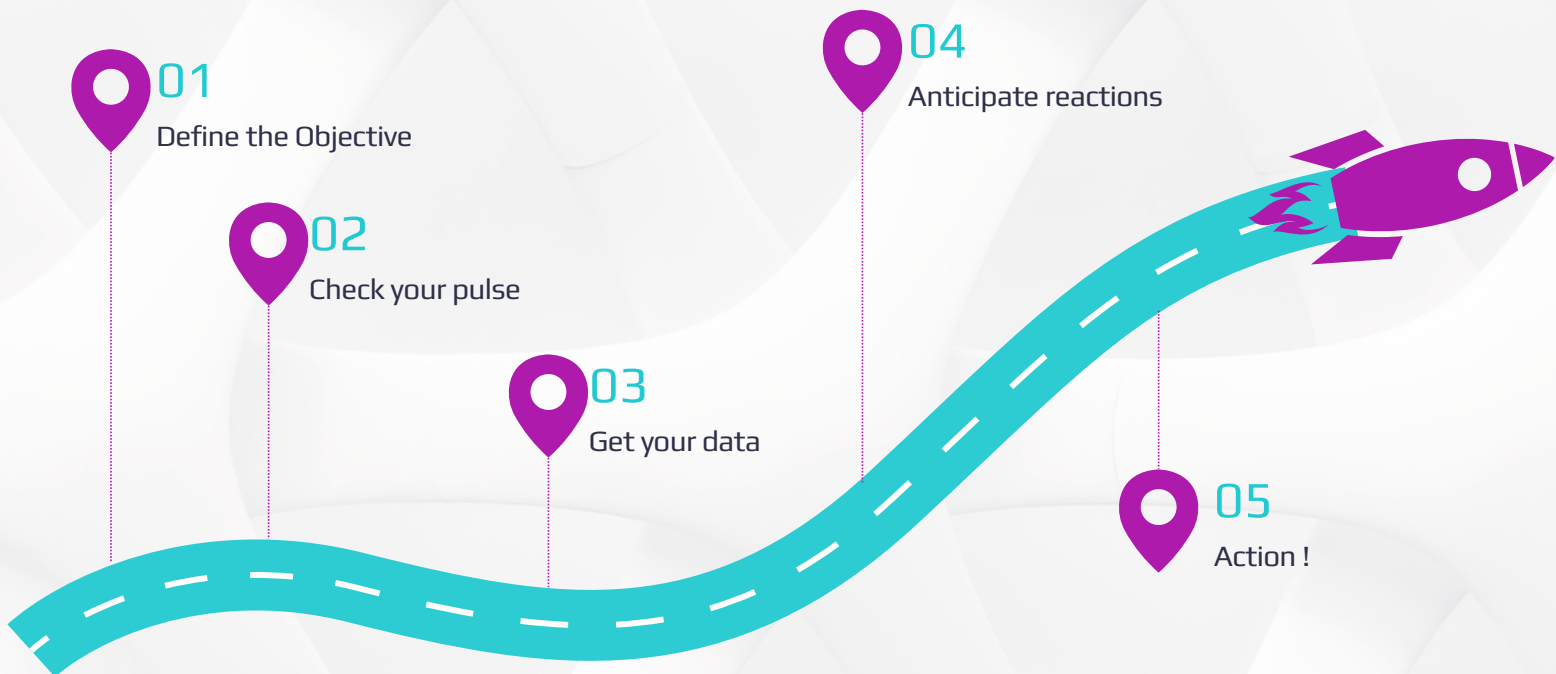


# Constructive Feedback Prep-list



**ANDREEA  
ROTARU**

Most feedback roadmaps look something like..



Simple, right?

The reality however is that many leaders and managers still **postpone, avoid, rush or give up on** giving constructive feedback.

Because they fear being too critical or not firm enough. And they dread the emotional response of the receiver..

So here's something that will help:

# A map to Check your pulse:

What's your state of mind when you think about giving this feedback to this person?



# A map to help you Anticipate reactions with a “cool” head

How might the other person respond when you give them the constructive feedback?

Hm, I'm not happy to hear it. Let's see what we can do about it.

THEN

Say what you need from them. Ask what they need in order to create the change.

OR

THEN

Oh, silly me! I'm so sorry, I messed it up, I promise it will never happen again!

THEN

Looks like they may not be aware of what they need. Ask open questions to explore & insist they say what they need. Listen!

OR

THEN

Oh, but YOU didn't mention/ explain/ give...

THEN

Behind an attacking behaviour there's usually insecurity. Tell them what you need specifically and ask about what they need.

OR

THEN

There's nothing we can do about it, it wasn't my fault and neither did you...

THEN

Looks like their “battery” is almost depleted. Offer them a recharge (praise), tell them what you need and ask about what they need.



# A few more things to hold onto

## **Feedback vs Agility**

What other actions can you take in order to get what you need? For example: you've emailed a colleague asking for something. She hasn't replied within the week. Can you get what you need by calling or do you want to calibrate your relationship going further by offering feedback?

## **You set the tone**

The state of mind with which you approach the conversation has a huge impact. If you're furious, spiteful, dismissive, overly cautious and accomodating or even a combination thereof, it will hijack your conversation.

## **It's not about you**

Keep in mind that their emotional reaction is not about you. It's about their level of "battery" in that moment and how they process the conversation.

## **This is the first step**

A feedback conversation is the first step in creating a change in the results you're seeing. If the attitude of the other person and the result don't change and you keep running into a wall of silence and compliance, maybe the conversation that would be more helpful is about your relationship. Explore what each of you needs in order to work together. And what each of you is willing to offer.

## **Keep your questions open and future-focused**

If you want to create change focus on asking open questions about the future. Tempting as it might be to ask open questions about the past, they are not likely to create much change, but debate and resistance. When you keep digging into the past by questioning "What were they thinking of?", "Why didn't they...?", "What could they have done instead of...?" you're heading towards an autopsy. No one can change the past.

## **Don't buy into the Drama**

When the other person apologises profusely and starts offering unsolicited information to justify their behaviour (often dressed up as "context"), do not bite into it. Focus on the change you want to create: tell them what you need, ask about what they need. Keep moving or you'll find yourself in moving sands with no idea of how you ended up there or how to get out.



## HOW ELSE CAN I HELP?

Stay tuned for  
The Assertive Spark!  
A newsletter with practical  
tips to help you create  
effective teams.

Reach out for a  
customised learning  
or (team) coaching  
journey!

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## ABOUT ME

I help C-level executives turn co-workers into high-performing teams by demystifying emotional assertiveness.

Since 2012 I've been creating and facilitating programs for people keen on self-awareness and willing to develop **the quality** of their relationships both @work and @home.

