

Receiving FeedFORWARD Model: PLAN

- PATIENCE. Slow down & stay calm - take your time.
- LISTEN. If you are thinking of what to answer back, you are not listening.
- ACKNOWLEDGE. Doesn't mean you agree with everything said, but you recognize the person has made the effort.
- NOTICE YOUR BODY. Where is it tense & how can you relax?

Use FeedFORWARD to get suggestions on improving.

1. Pick 1 behavior you'd like to change. What would make a significant difference in your work? For example, "I want to be a better listener."
2. Approach 2-5 people on how you might accomplish the change.
3. Ask for FeedFORWARD - 2 suggestions for the future that could help achieve a positive change in your behavior. For example, "What could I do to be a better listener?"
4. Listen attentively & take notes - don't critique the suggestions, just say. "Thank you." Otherwise, you can ask clarifying questions like: "Can you give me an example?" or paraphrase back what you heard.
5. After compiling the suggestions, decide which ones you want to practice & implement.
6. Think about what you will actually be doing different as a result of the suggestion. For example, *I will wait until the other person is completely finished speaking before responding.*
7. How will you measure your progress? How and when will you ask for feedback? Look for opportunities in your day to day interactions to ask for feedback on your development goal.

Which of these solutions feels like the best next steps?

- What support/resources do you need?
- What obstacles might you meet along the way? How could you mitigate them?
- How can you hold yourself accountable?
- How will you get feedback on your progress? How will you know it's working?
- On a scale of 1-4 (1 being low), how committed do you feel to the plan?
- What insights did you get today?
- How can I help?

Source: <http://marshallgoldsmithlibrary.com/docs/articles/Feedforward.doc>