

4-Step Feedback Model

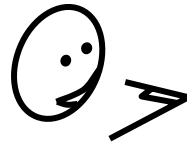
VERSION 18.1.2007

FEEDBACK GIVER

- Describe a concrete situation or example



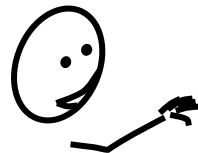
- Explain the effects on you



- Pause and listen for unclarities



- Give concrete sug-
gestions for change



FEEDBACK RECEIVER

- Listen. Do not interrupt, argue or defend yourself.



- Clarify if you don't understand



- Thank the other person and recognize their point of view



- Decide if and how the feedback applies

