FEEDBACK MODEL

When selecting a feedback model, consider the individual's receptivity, the nature of the feedback, and the desired outcome. Tailoring your approach can make a significant difference in how feedback is received and acted upon.

3P MODEL

- **What is it ?**
  - Praise: Start with something positive about the person's performance or effort.
  - Ponder: Discuss areas that need improvement without assigning blame.
  - Probe: Ask questions to engage the individual in the feedback process and involve them in the solution.
- **How to use**: Start with a positive note, discuss improvements, and involve the recipient in finding solutions.
- **When to use**: Ideal for regular check-ins, one-on-ones, or to foster an environment of continuous improvement.
- Example: "John, your report was well-researched (Praise). I noticed some sections lacked clear citations (Ponder). What do you think might be a way to ensure all sources are cited consistently? (Probe)

HEAR MODEL

The **HEAR Model** encourages direct, clear communication while ensuring that feedback is constructive and solution-oriented. It's especially effective in professional settings where actionable feedback is needed, but it can be applied in various contexts.

- **Happen**: Begin by stating what you observed. Be specific and avoid generalizations. Stick to the facts and describe the behavior or situation without attaching emotions or judgments.

- **Effect**: Explain the impact of the behavior or action. This might involve describing how it made you feel, the consequences it had on a project, or its influence on others.

- **Ask**: Engage the recipient in a two-way dialogue by asking them for their perspective. This can be something like, "Can you help me understand why this happened?" or "What was your intention behind this action?"

- **Request**: End by asking for a specific change or suggesting a solution. This provides a clear path forward and gives the feedback recipient an actionable step.

How to use: Describe what happened, its effect, ask for the recipient's perspective, then request a change.

When to use: When addressing significant events or behaviors that have notable consequences.

Example: "Last Friday (Happen), when the client asked a question, there was a long silence and confusion from our side (Effect). What was going on from your perspective (Ask)? In future meetings, can we ensure that one person is designated to address client queries (Request)?"

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HARDWARE STORE MODEL

- **What is it ?**

  - Hammers: Direct, hard-hitting feedback that can be harsh but necessary.

  - Screwdrivers: Feedback that tweaks or adjusts behavior or performance.

  - Tape Measures: Objective feedback based on measurable outcomes or data.

- **How to use**: Adjust the type of feedback tool based on the severity and type of the issue.

- **When to use**: When different issues require varying degrees of feedback intensity.

- **Example**: "Emily, missing the deadline significantly impacted the team (Hammer). Maybe if you organize tasks differently, it could help (Screwdriver). By the way, I've seen you complete similar tasks in two days before (Tape Measure).

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SBI MODEL

- **What is it ?**
  - Situation: Describe the specific situation in which the behavior occurred.
  - Behavior: Describe the observable behavior without attaching a value judgment.
  - Impact: Discuss the effect or result of the behavior.
- **How to use:** Describe the situation, behavior, and the impact of the behavior.
- **When to use:** When you need to provide clear, objective feedback without being emotional.
- **Example:** "During yesterday's team meeting (Situation), I noticed you interrupted Jane several times (Behavior). This made her retreat from the discussion, and we might have missed some of her valuable input (Impact)."

THE FEEDBACK SANDWICH (OR PRAISE-CRITICISM-PRAISE)

- **What is it ?**

  - Start with positive feedback (the first slice of bread).

  - Follow with constructive criticism (the filling).

  - Finish with more positive feedback (the second slice of bread).

- **How to use:** Enclose criticisms between two positive remarks.

- **When to use:** Useful for individuals who might be more sensitive to feedback.

- **Example:** "Mike, you did a great job in leading the presentation (Praise). However, the financial section needed a bit more clarity (Criticism). Overall, everyone appreciated your engaging style (Praise)."

COBS MODEL

- **What is it ?**
  - Clear: Be specific and concise about what you observed.
  - Owned: Use "I" statements to express how you feel or what you think rather than placing blame.
  - Balanced: Mix positive and negative feedback to ensure the person remains receptive.
  - Specific: Refer to particular instances or examples.
- **How to use**: Provide feedback that's clear, owned by the giver, balanced, and specific.
- **When to use**: Regular feedback sessions or when you want to ensure clarity and avoid blame.
- **Example**: "I felt concerned (Owned) when the data in your report (Specific) was not updated (Clear). However, the format you used made it very readable (Balanced)."

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GROW MODEL

- **What is it ?**
  - Goal: Establish what the individual wants to achieve.
  - Reality: Discuss the current situation.
  - Options: Explore potential solutions or changes.
  - Way forward: Agree on specific actions.
- **How to use:** It's more of a coaching method, guiding the recipient through goal-setting and problem-solving.
- **When to use:** Coaching sessions or when someone is looking for guidance.
- **Example:** "What's your main aim for this project (Goal)? What's the current status (Reality)? What are your options moving forward (Options)? What's the next step (Way forward)?"

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DESC SCRIPT

- **What is it ?**
  - Describe: Express the specific behavior you observed.
  - Express: Share your feelings about the behavior.
  - Specify: Clearly state what you'd like to see instead.
  - Consequences: Explain the positive implications if the behavior changes or the negative ones if it doesn't.
- **How to use:** Describe behavior, express feelings, suggest alternatives, and state consequences.
- **When to use:** Addressing problematic behaviors or patterns.
- **Example:** "I noticed you've been coming in late recently (Describe). It makes me feel like the team is being let down (Express). Could you try setting an earlier alarm or shifting your morning routine (Specify)? If it continues, we might need to revisit your work hours (Consequences)."

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STAR FEEDBACK

- **What is it ?**
  - Situation: Define the context.
  - Task: Describe what was expected.
  - Action: Explain what the person did.
  - Result: State the outcome of the action, whether it was positive or negative.
- **How to use:** Contextualize feedback within a specific situation and outcome.
- **When to use:** When giving performance reviews or pinpointing specific incidents.
- **Example:** "During the August project (Situation), you were responsible for client communication (Task). You proactively sent updates and addressed concerns (Action), which led to the client renewing their contract (Result)."

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THANK YOU.

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