

# We Need to Talk

→ Replacing fear with clarity when giving feedback



# Your Best and Worst

## Feedback Experiences

	Received	Given
	<ul style="list-style-type: none"><li>▶ What made it good?</li><li>▶ What was the feedback?</li></ul>	<ul style="list-style-type: none"><li>▶ What made it good?</li><li>▶ What was the feedback?</li></ul>
<b>Best</b> 		
	<ul style="list-style-type: none"><li>▶ What made it bad?</li><li>▶ What was the feedback?</li></ul>	<ul style="list-style-type: none"><li>▶ What made it bad?</li><li>▶ What was the feedback?</li></ul>
<b>Worst</b> 		

# Reflection Questions on your

# Feedback Experiences

**My insights/observations:**

**How this impacts how I approach feedback:**

**Anything I want to change?**

# The WISER™ Feedback Model

When delivering feedback (especially constructive feedback), it helps to have a structure to follow - a few simple steps to guide your words and keep the conversation constructive.

<b>W</b>	<b>Wait (Prepare)</b> Gather your thoughts, and check your approach and intent. Prep for kindness (e.g. Have you signaled the purpose of the conversation to the other person in advance? How do you intend to start the conversation, to lay out the feedback and to close the conversation?)
<b>I</b>	<b>Issue (Where, When &amp; What)</b> Set the scene with context (where/when). Explain exactly what behavior or work is on or off track.
<b>S</b>	<b>Significance (Why it matters)</b> Explain the impact on them, the team, or the work. This is the “what’s in it for me” that makes feedback meaningful.
<b>E</b>	<b>Engage (Ask, Acknowledge &amp; Align)</b> Ask for their perspective, acknowledge what you hear, and realign on the agreed expectations.
<b>R</b>	<b>Recap &amp; Reconnect (Summarise &amp; Support)</b> Summarise next steps, then reconnect with encouragement or reassurance. Leave the relationship strong.

## Quick Checklist

Run through this checklist before giving feedback to set yourself up for success:

### Wait (Prepare):

- Am I calm and clear on my motivation for this feedback?
- Am I open to the most generous interpretation of events?
- Have I prepped for kindness in how I deliver it?

### Issue (Where, When & What):

- What's the specific behavior or work I need to raise?
- Where and when did it happen?

### Significance (Why it matters):

- Why does this matter to the person, the team, or the organization?
- Can I explain the impact clearly and respectfully?

### Engage (Ask, Acknowledge & Align):

- What open question will I use to invite their perspective?
- How will I acknowledge their input?
- What agreed standards or goals may I need to realign on?

### Recap & Reconnect (Summarize & Support):

- What are the agreed next steps?
- How will I close with encouragement or support?
- When will I follow up?

Here are some practical phrases that make feedback land clearly & kindly.

Context	Scripts You Can Use
<p><b>Feedback</b></p>	<p><b>When setting up the meeting</b></p> <ul style="list-style-type: none"> <li>▶ “Hi, when you have a moment, can we discuss [insert topic/project].”</li> <li>▶ “Hi, I’d like to share some thoughts on [insert topic/project]. When would be a good time for a quick chat?”</li> <li>▶ “How does your schedule look today? I wanted to talk about [Insert topic]”</li> </ul> <p><b>Opening the conversation</b></p> <ul style="list-style-type: none"> <li>▶ “Thanks for making time to talk today.”</li> <li>▶ “I appreciate your hard work on this project”</li> <li>▶ “I’d like to share some feedback that I think will help us keep things on track.”</li> <li>▶ “Can we talk about how [X project/ behaviour] is going?”</li> <li>▶ “Before we dive in - how are you feeling about things at the moment?”</li> <li>▶ Use “I” statements to express your thoughts, such as “I noticed/felt that...” so it’s less about accusing and more about sharing perspectives.</li> </ul> <p><b>During the conversation</b></p> <ul style="list-style-type: none"> <li>▶ Avoid “Why” questions as they can sound judgmental.</li> <li>▶ “What’s your perspective on this?”</li> <li>▶ “What do you think led to this?”</li> <li>▶ “How do you see it?”</li> <li>▶ “I hear what you’re saying...”</li> <li>▶ “Let’s come back to what we agreed...”</li> <li>▶ “So, to summarize...”</li> <li>▶ “Next step is...”</li> <li>▶ “We’ll follow up again in X days...”</li> </ul> <p><b>Closing</b></p> <ul style="list-style-type: none"> <li>▶ “Thanks for your openness in this conversation.”</li> <li>▶ “I appreciate the effort you’re putting in.”</li> <li>▶ “I know this wasn’t easy to hear, but I’m confident you can turn it around”</li> <li>▶ “I’m confident you can do this — and I’m here to support.”</li> <li>▶ “I’m here to help as you work on this”</li> <li>▶ “Thanks again for the work you’re doing.”</li> </ul>
<p><b>Input</b></p>	<ul style="list-style-type: none"> <li>▶ “I notice that...”</li> <li>▶ “Can I share an observation?”</li> <li>▶ “One idea that might help is...”</li> <li>▶ “Have you considered...?”</li> </ul>
<p><b>Opinion</b></p>	<ul style="list-style-type: none"> <li>▶ “From my point of view...”</li> <li>▶ “What I’ve seen work before is...”</li> <li>▶ “If you’d like my opinion, it’s...”</li> </ul>

### Planning Your Feedback Conversation

Before stepping into a feedback conversation, it pays to pause and plan. The goal isn't to script every word - it's to be clear on your intent, your message, and the way you'll engage the other person. This section uses the **WISER™ Feedback Model** to guide your thinking.

Take a few minutes to reflect on each stage. By considering not just what you'll say but how you'll approach it, you'll give yourself the best chance of being heard and keeping the relationship strong.

**Remember:** feedback is most effective when it's delivered with both truth and grace - honest about the work, supportive of the person. Use these pages to get yourself in the right headspace, clarify your points, and prepare for a constructive conversation.

### Approach & Intent

- ▶ What's my motivation behind giving this feedback?
- ▶ What stories am I telling myself about the situation?
- ▶ What do I need to work through before I speak?

### Issue

- ▶ What is the situation? Where and when did it happen?
- ▶ What specific behavior/work is on or off track?
- ▶ How does this connect to an expectation, goal, or company value?

### Significance

- ▶ How did this behavior or work impact the team, organization, or results? (The more details you can share, the easier it will be to accept.)
- ▶ Why does this matter to the person I'm speaking to?
- ▶ How can I make sure this comes across as supportive, not personal?

### Engage

- ▶ What's the first open question I'll ask to invite their perspective?
- ▶ How will I listen and acknowledge their response?
- ▶ How might I need to realign them with the agreed standards?

### Recap & Reconnect

- ▶ What needs to happen as a result of this conversation?  
(Share what your expectation is for ongoing performance. If something needs to change, be specific!)
- ▶ How will I summarize next steps so they're clear?
- ▶ What can I say to close positively, even if the feedback is tough?
- ▶ When and how will I follow up?

# Feedback Discussion

## Debrief

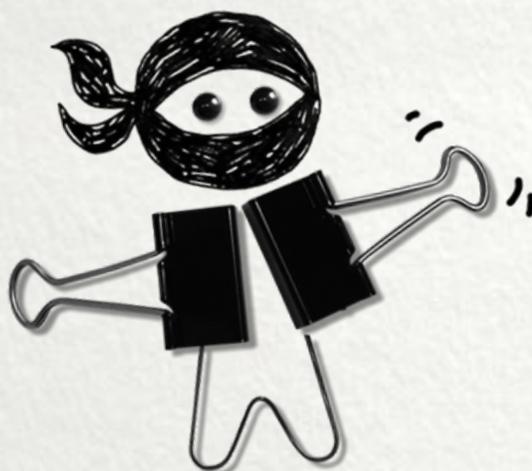
After practicing your Feedback Discussion, reflect on these questions:

**What went well?**

**What didn't go well or what is still hard?**

**What do you want to continue to work on?**

**When and with whom will you practice?**



## What's next?



**Head over to the Productivity Ninja Academy from today**, where you'll find your slide deck and this workbook to help cement your new and improved feedback delivery skills. (You'll gain access as soon as you complete your Survey at the end of this Workshop).



**Deep dive into Graham's "How to be a Productivity Ninja" book** for more essential core skills (your eCopy is waiting for you in the Academy).



**Start applying the Wiser™ Feedback Model to current situations right away!** Remember you can use this workbook to help you plan, & to get clear on your Approach & Intent. After each discussion, evaluate what you did well & what you could do better each time.



Feel free to **share any useful approaches with your team**, so you're all talking the same language when it comes to supporting each other.



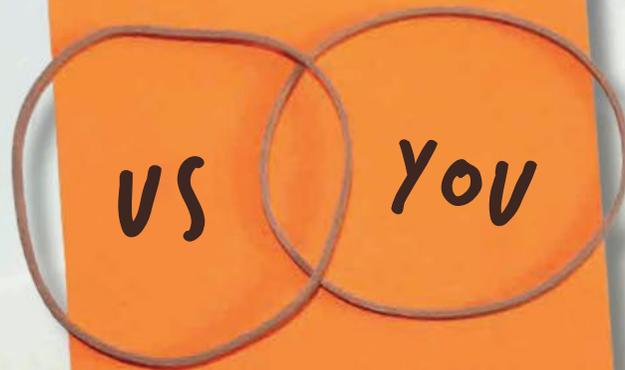
**Last but not least, find a way to celebrate the successes of your feedback delivery!**



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*YOU'VE GOT THIS!*

*THE THINK PRODUCTIVE TEAM!*



## Find Out More

We can help your entire organization  
transform work for the better.

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