

Providing both informal, day-to-day coaching and feedback, as well as within scheduled meetings, can be a positive way of building rapport and encouraging results. The following are some guidelines for giving effective feedback.

### **BALANCE YOUR FEEDBACK**

We all need feedback to grow. This includes recognition for successes and strengths, as well as support for areas where we can learn, grow and develop. People are more likely to be open to hearing feedback and viewing it as helpful when a strong level of trust is established. Establish a routine of providing regular, balanced feedback to create positive conditions for trusting relationships.

### **CLARIFY YOUR INTENTION**

The aim of providing feedback is to help the other person grow or develop in some way. Clearly stating your intention in giving feedback helps the individual feel respected and valued. Show empathy and respect for the individual and their

## GET COMFORATABLE USING THE CUBE – FIND YOUR OWN VOICE

Walking the cube does not need to be a linear process, you can start anywhere in the Cube and intersperse questions and check-in points. Ensure that you own your story find your own words. Use "I" statements:

- **I observe:** "I've noticed...", "I saw that...", "I heard you say..."
- **I think:** "I believe that was...", "I think it is...", "My story is..."