



# on Point Feedback Model

## P PERMISSION

- Seek to engage them in a conversation
- Check your intention for the conversation and the person

### Get permission from the other person

**DO:** “Hi Donna, I’d like to talk with you about being late this morning, would now be a good time?”

**DON’T:** “You were late again this morning. I’m not ok with this situation.”

## O OBSERVATIONS

- Stick to facts; be honest, direct, specific and kind
- Don’t interpret, assign or create a meaning or a motivation

### Share observed behavior

**DO:** “This is the third time this month that you’ve been more than 15 minutes late.”

**DON’T:** “Your constant tardiness tells me that you don’t care about this job.”

## I IMPACT

- Show the person how their behavior creates an impact
- Help them see the bigger picture

### Explain the impact of the behavior

**DO:** “When you’re late, no one is here to cover the phone and that doesn’t let us provide acceptable service.”

**DON’T:** Assume that they know the effects of their behavior on others.

## N NOTICE

- Let their reaction guide how you respond
- Listen to what they have to say, make space for their view and experience

### Notice how they react

**DO:** Listen attentively and empathetically; hear what they’re saying, and assume positive intent

**DON’T:** Interrupt, wait to talk, ignore what they say, or react to their reactions

## T TAKE ACTION

- Agree on what actions will be taken moving forward
- Create a clear expectation and discuss accountability

### Take action and plan accountability

**DO:** “What’s your action plan to make sure this won’t be a problem again? We’re past the point where this affects your performance.”

**DON’T:** Skip this step