

FEEDBACK Prep Form

Employee's strongest
Motivating Needs:

Their response to
feedback (from the table):

I will adapt to their needs
by (select one action):

LOWEST	FACTOR	HIGHEST
Gives in (even if you are wrong). Personally bruising, lowers confidence.	A Dominance	Argues with you, challenges/pushes back hard, tries to "win" the conversation, doesn't agree so won't act on the feedback.
Quiet. Needs time privately analyze and reflect before responding/fully engaging.	B Extraversion	Makes excuses, works to "save" their reputation with you or others. Feels personal. Defensive.
Doesn't listen well/thoroughly or hear the whole message. Less interested in context than action.	C Patience	Needs time to process, might question (to understand why), may be stubborn, comfortable with their habits.
May shrug it off/treat it as no big deal—especially if about details, process, structure they don't deem important.	D Formality	Crushed. Their standard is zero mistakes, ever. Emotionally devastated. Might have difficulty with proper perspective and placing appropriate context to the issue.

LOWEST	FACTOR	HIGHEST
Give reassurance. Describe how you will help them succeed.	A Dominance	Be direct and firm. Challenge them to improve. Describe the outcomes they get for winning, consequences for losing.
Give them private time to think. Be factual, substantive. Don't sugar-coat. Facts over feelings.	B Extraversion	Reinforce their value. Reinforce your belief and confidence in them, ensure they don't think this is bigger/smaller than it is.
Focus on the action. Get to the point. Re-state your point. Make them summarize your message back to you.	C Patience	Give them time to process. think and prepare their response before getting to the plan. State the "why". Multiple conversations.
Will shrug it off—go in heavy. Discuss how this impacts their bigger picture outcomes they do care about. Let them come up with how.	D Formality	Detailed examples, depth, clarity of expectations. Provide perspective. Check in frequently. Do not say "don't worry,"

I will specifically adjust
for this feedback
(message, tone, timing,
questions, other):

S **Situation**
(when it occurred)

B **Behavior**
(specific behavior)

I **Impact**
(results of the behavior)

I **Intent**
(clarify intent)

