



voice empathy feedback



VOICE

Give the other person a Voice and share why you are having this discussion. Clarify your intention for the meeting. Seek contribution not blame.



I realize I may have not communicated clearly.

Then let him or her vent to share their feelings for a FEW minutes. Listen to understand their concern and not to just respond.



EMPATHY

Empathize with the person and validate by acknowledging his or her experience —thoughts, feelings, motivations and perspective.



I understand it's been tough. I have felt like that before...

Validate the pain, and be careful not to amplify or endorse the behavior.



FEEDBACK

Offer your feedback:

I appreciate you and here is what we need from you moving forward.

Be specific and focus on his or her impact not on intentions and be specific about behaviors. Share that past and current behaviors are not okay and not acceptable.



*We need you to...
We expect you to...
This organization relies on you to...*

Tell specifically what you want from him or her to change. Use words like:



When using this EI tool – always end on reminding this person how you feel about his or her team contribution.



You are a valued member, you have been loyal for a long time. We need you on our team. Here is what we need from you to move forward...