

# MAKE PERFORMING MATTER WORKSHEET



EXAMPLES	PERFORMER:
	<b>YOUR INTENT</b>
<i>"I'd like your help with..."</i>	
<i>"At the meeting..."</i> <i>"I saw you..."</i> <i>"That led to..."</i> <i>"And, I am..."</i>	<b>SITUATION, OBSERVATION, IMPACT</b>
<i>"Help me understand what happened"</i>	<b>THEIR VIEW—FACTS, BELIEFS, FEELING</b>
<i>"So, what do you think we should do next?"</i>	<b>GO FORWARD PLAN</b>
<i>"I know you will make this work."</i> <i>"Let's check back..."</i>	<b>CLOSE—ENCOURAGEMENT</b>

Offer feedback, to recognize, appreciate, or correct behaviour or results off track. Prepare by considering...

## INTRODUCTION—CLARIFY YOUR INTENT

- Set the scene
- Express a willingness to work together

## SITUATION—SHARE THE CONTEXT

- Where, when, with whom observation was made

## OBSERVATION—DESCRIBE WHAT YOU SAW

- Describe what you saw—not judgments about it
- Provide specifics—avoid generalities
- Focus on behavior/results—not personality
- Speak honestly, directly
- Address one issue at a time—no piling on

## IMPACT—EXPLAIN WHY IT MATTERS

- Describe the importance to key results
- Share consequences for you, the team, others
- Make it matter to them—WIIFM
- Share your emotions—carefully

## ASK/LISTEN—GET THEIR PERSPECTIVE

- Allow silence—time to think
- Ask open-ended questions—draw them out
- Listen—for content, beliefs, and feelings
- Check your understanding—rephrase/reflect
- Be open to changing your interpretation

## FORWARD THE ACTION—PLAN FOR NEXT STEPS

- Next steps—continue positives or make corrections
- Best Practice—share with others/utilize themselves
- Resources—support ongoing performance
- Authority—expand/contract to match performance
- Contingencies—mitigate potential risk or breakdown

## CLOSE—OFFER ENCOURAGEMENT

- Express confidence—in them and their work
- Set follow-up—to check back

