

Crucial to a Speak-Up Culture is the ability to have healthy and productive feedback conversations. To help, look no further than the FBI.

Feeling —————> This describes the **emotion(s)** generated in you by other's actions.

Behavior —————> Just the facts! Behavior describes the **specific events** that evoked your feelings.

Impact —————> This unpacks **the effect the behavior and feeling had on you** in the past, how it influences you in the present moment, and how it may affect you and them going forward.

Two examples to bring this concept to life:

Positive Feedback

I feel so supported by you

when you diligently prepared all of those client materials for our pitch meetings.

I only want to keep working with you.
Thank you!

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Constructive Feedback

I felt frustrated

when you were late for three meetings last week.

I'm concerned with the amount we currently have on your workload. This isn't usually like you. What's going on?