

Giving and Receiving Feedback and Feedforward

Who do I need to communicate expectations to now? What are those expectations?

How will I communicate these expectations?

I will communicate these expectations by (date)

Active Listening

1. Eliminate Distractions
2. Stop Talking
3. Control Emotions
4. Give Feedback
5. Paraphrase
6. Ask Questions
7. But Don't Interrupt
8. Eliminate thoughts of how you will respond (silent interrupting)
9. Ask for Feedback
10. Watch Nonverbals

One thing I can do to improve my most challenging area of active listening:

Who do I need to recognize and reward now?

1.	Behavior(s)	Reward
2.	Behavior(s)	Reward
3.	Behavior(s)	Reward
4.	Behavior(s)	Reward
5.	Behavior(s)	Reward

Who do I need to thank now?

1.	Behavior(s)	Act of Thanks
2.	Behavior(s)	Act of Thanks
3.	Behavior(s)	Act of Thanks
4.	Behavior(s)	Act of Thanks
5.	Behavior(s)	Act of Thanks

Action Planning & Accountability

<p>Date and time to follow-up on gathering feedforward information:</p>
<p>Date and time to follow-up on activities tied to giving more effective feedback to others:</p>