



USING THE GUIDE FRAMEWORK

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What is GUIDE?

We crafted the GUIDE framework as a quick tool to prepare and deliver feedback that is concise, bias-checked, clear, and behavior-based.

This is a 5-step approach that reduces ambiguity and creates a predictable structure for conversations that can otherwise feel overwhelming or unclear. It is especially helpful for neurodivergent team members. Following the concept of universal design, it is a helpful way to communicate with any team member, peer, team member, and even to communicate with leaders.

Use it anytime you need to deliver constructive feedback, communicate a need, set a boundary, clarify expectations, or address a behavior.

On page 3, you will find a worksheet to help you plan your conversations using this framework. Plan for the conversation, then deliver the feedback within 1 minute or less.

Be concise and don't draw it out.

The 5-Steps

Ground Yourself: Check for assumptions, emotions, and most importantly – **check your biases.**

Understand the Situation: Practice telling yourself what happened first. Filter out any judgements, or judgmental language. Filter out exaggerations.

Impact: State how the situation affects people, timelines, outcomes, or work.

Direction: Clearly and directly state what you believe needs to happen going forward.

Engage: Invite a collaborative discussion to find and align solutions.



<u>Ground Yourself</u> • Pause. • Check your assumptions and emotions. • Check your biases and how they may impact your perception. • Ask yourself: ○ What are the objective facts, and what am I assuming? ○ Am I calm enough to speak clearly?	
<u>Understand the Situation</u> • Briefly explain the situation or reason for the discussion. • Practice this before the conversation. • Give just the facts. Steer clear of judgment, storytelling, or exaggeration. Be intentional with language	
<u>Impact</u> • State how the situation affects people, timelines, outcomes, or work. • This clearly states where expectations and results did not align.	
<u>Direction</u> • Clearly state what you are asking for next. • Directly state your expectations (behaviors, outcomes, etc.) • Avoid vague phrases like “be better” or “pay attention.” • Reiterate why this is important (the impact of the desired behavior, outcome, work, etc.)	
<u>Engage</u> • Invite the other person into the conversation. • Practice active listening. • Invite their perspective and be open to their suggestions.	

