



Difficult Conversations Learning Group Guide

Chapter 4

Giving and receiving feedback

Agenda

Thirty-minute timeline

Time	Activity
5 minutes	Check-in Everyone answer: What have you noticed about the productive outcomes and positive impact that “difficult” conversations can have?
5 minutes	Group agreements Review your agreements and make sure they are still working for you. Consider what you learned about metacommunications in this chapter and how you might want to apply that to your group agreements. Adjust and update your agreements as needed.
15 minutes	Discuss learning from Exercises and Actions Remind yourselves about exercises and actions from this chapter and refer to notes you made as you went through the online material. Debrief questions: • What mindset did you choose for a specific conversation? • When did you stay calm in a conversation where you were giving or receiving feedback? • How did you use the COIN model or at least practice using ‘I’ statements in conversations?
5 minutes	Closing Each person share: My biggest takeaway from this chapter. My commitment to giving and receiving feedback.

In this chapter you will:

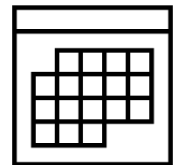


- fine tune your mindset and attention to plan for a successful feedback conversation
- use a behaviour-based feedback tool to structure and deliver a feedback conversation
- get tips for all difficult conversations - with or without specific steps of a model

Try it this week:

Throughout this week, keep an eye out for opportunities to give and receive feedback in a productive way.

1. Use COIN to plan some feedback you would like to give. Practise using "I" statements and making requests.
2. Practice asking for and receiving feedback, remaining in a growth mindset. Look for opportunities to be curious about how you could develop and improve, rather than seeing feedback as negative.



To take your learning further:

1. Write down your key learnings from this chapter and take them to your **learning group** meeting to discuss.

Be SAFE and Certain



Belonging



Status



Autonomy



Fairness



Expectations



Certainty



Threats

Cortisol
Adrenaline



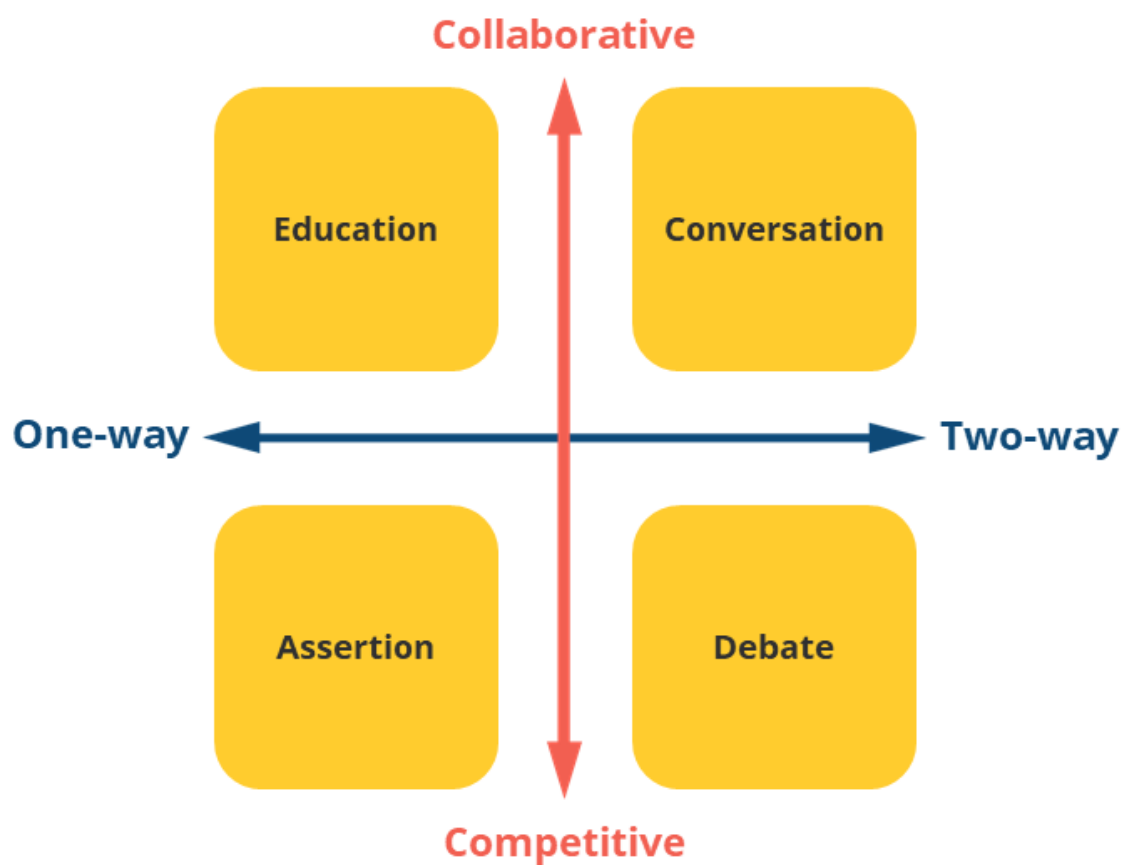
Rewards

Dopamine

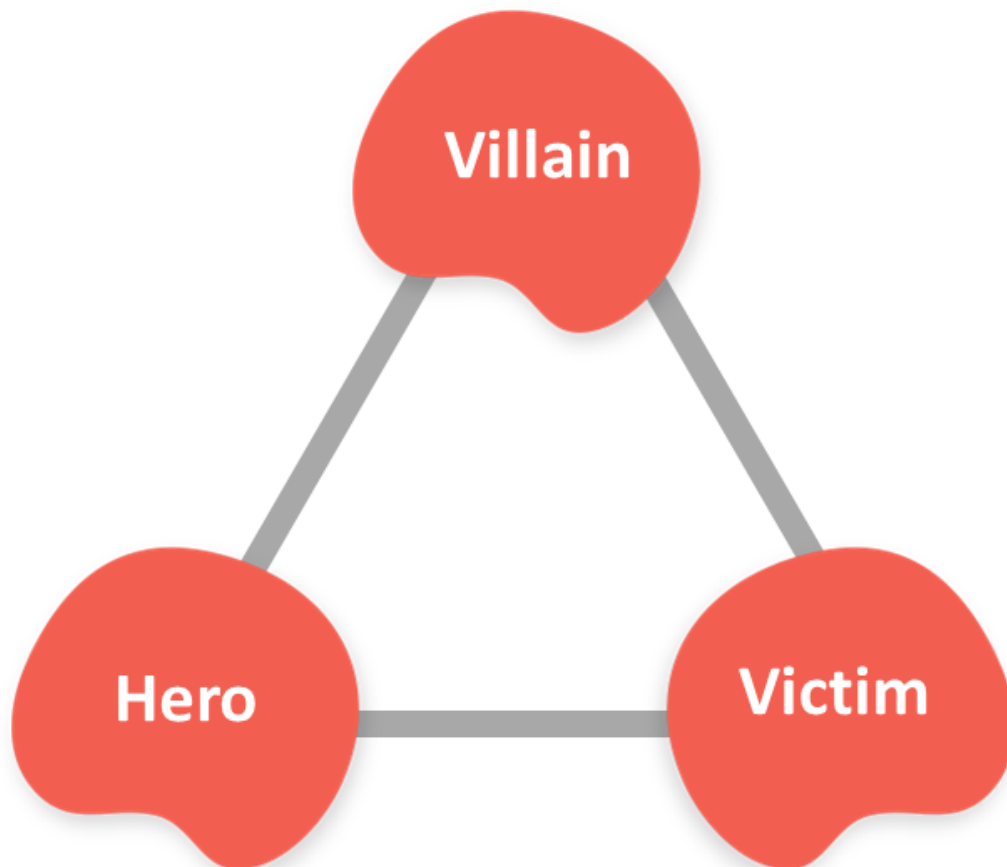
ABC of Mindfulness



Styles of Communication



The DRAMA Triangle



The COIN Model

