

Feedback Makeover Challenge

Scenario Card 1: "You're Always Late"

Situation

Jordan has arrived 10–15 minutes late for work several times over the past month. While Jordan usually stays late to finish assignments, the late arrivals have meant coworkers are covering the front desk each morning and morning team huddles have started without everyone present.

You've decided it's time to address the issue.

Feedback That Was Given

"You're always late. I can't count on you anymore. You need to get it together."

Your Challenge

Working together, rewrite this feedback using today's communication principles.

Your goal is to create a conversation that:

- Focuses on observable behavior
- Balances empathy with accountability
- Invites dialogue rather than defensiveness
- Encourages improvement

Consider

- What behavior would you describe?
- How would you explain the impact?
- What question could you ask?
- How could you communicate support while maintaining expectations?

Notes:

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Scenario Card 2: "Your Attitude Needs Work"

Situation

Over the last several weeks, Sam has appeared withdrawn during staff meetings. Responses have become noticeably shorter, and coworkers have commented that Sam seems frustrated. Recently, Sam responded abruptly to a colleague asking for assistance.

As Sam's supervisor, you've decided it's time to check in.

Feedback That Was Given

"Your attitude has been terrible lately. Everyone notices it, and it's bringing the team down."

Your Challenge

Working together, rewrite this feedback using today's communication principles.

Your goal is to create a conversation that:

- Focuses on observable behavior
- Balances empathy with accountability
- Invites dialogue rather than defensiveness
- Encourages improvement

Consider

- What behavior would you describe?
- How would you explain the impact?
- What question could you ask?
- How could you communicate support while maintaining expectations?

Notes:

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Scenario Card 3: "You're Not a Team Player"

Situation

Taylor consistently completes assigned work but often chooses to work independently. During collaborative projects, Taylor rarely contributes ideas and sometimes makes decisions without consulting teammates. Several coworkers have expressed frustration.

You'd like to address the situation before it affects future projects.

Feedback That Was Given

"You're just not a team player. You always want to do things your own way."

Your Challenge

Working together, rewrite this feedback using today's communication principles.

Your goal is to create a conversation that:

- Focuses on observable behavior
- Balances empathy with accountability
- Invites dialogue rather than defensiveness
- Encourages improvement

Consider

- What behavior would you describe?
- How would you explain the impact?
- What question could you ask?
- How could you communicate support while maintaining expectations?

Notes:

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Scenario Card 4: "You Need to Communicate Better"

Situation

Alex is managing several projects at once. Team members frequently say they don't know the status of assignments until deadlines are approaching. Alex believes everyone already has the information they need because updates are included in emails.

You decide it's time for a conversation.

Feedback That Was Given

"You need to communicate better. People never know what's going on with your projects."

Your Challenge

Working together, rewrite this feedback using today's communication principles.

Your goal is to create a conversation that:

- Focuses on observable behavior
- Balances empathy with accountability
- Invites dialogue rather than defensiveness
- Encourages improvement

Consider

- What behavior would you describe?
- How would you explain the impact?
- What question could you ask?
- How could you communicate support while maintaining expectations?

Notes:

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Scenario Card 5: "It Seems Like You Don't Care"

Situation

Morgan has always been one of the organization's strongest performers. Recently, however, assignments have been submitted late, participation during meetings has declined, and Morgan has become unusually quiet with coworkers.

You don't know why the change has occurred.

Feedback That Was Given

"Honestly, it feels like you just don't care anymore."

Your Challenge

Working together, rewrite this feedback using today's communication principles.

Your goal is to create a conversation that:

- Focuses on observable behavior
- Balances empathy with accountability
- Invites dialogue rather than defensiveness
- Encourages improvement

Consider

- What behavior would you describe?
- How would you explain the impact?
- What question could you ask?
- How could you communicate support while maintaining expectations?

Notes:

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Scenario Card 6: "We've Already Talked About This"

Situation

Three months ago, Chris received feedback about incomplete documentation and agreed to improve. Unfortunately, little changed, and no follow-up conversations occurred. The same concerns have surfaced again.

You're preparing for a second conversation.

Feedback That Was Given

"We've talked about this before, and obviously nothing has changed. I'm tired of repeating myself."

Your Challenge

Working together, rewrite this feedback using today's communication principles.

Your goal is to create a conversation that:

- Focuses on observable behavior
- Balances empathy with accountability
- Invites dialogue rather than defensiveness
- Encourages improvement

Consider

- What behavior would you describe?
- How would you explain the impact?
- What question could you ask?
- How could you communicate support while maintaining expectations?

Notes: