

FEEDBACK

CHEAT SHEET

FLEXIBILITY

The Rules

1. Have fun
2. Dare to Fail
3. Be a Good Sport
4. Take A Circus Bow



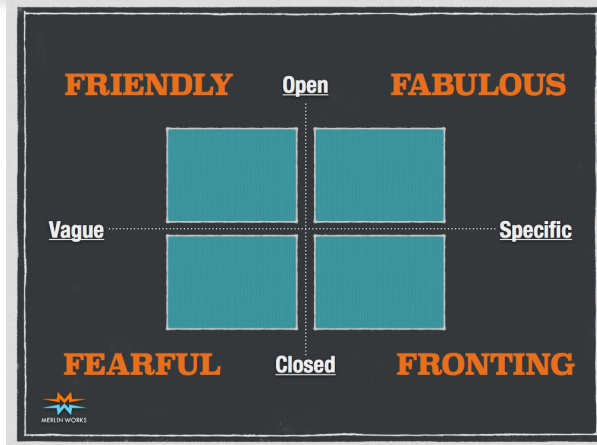
Shift Yourself

From Rigidity to Flexibility
 From Fear to Curiosity
 From Defensiveness to Understanding

Axis of Inquiry

- Open/Vague: How's my driving?
- Closed/Vague: Is my driving okay?
- Closed/Specific: I really handle those turns like a racer driver... right?
- **Open/Specific:** What are three ways I could make my driving better for you?

CURIOSITY



UNDERSTANDING

Listen To Go Deep

1. Give physical attention: nod
2. Give vocal attention: grunt
3. Backtrack: Repeat key words you heard
4. Use 'W' Questions. Who? What? Where? When? How?

Lost? Overloaded? Don't know what to ask?

Say, "Tell me more."

Confused?

Ask, "What does that have to do with this?"

RECEIVEING

L.A.S.T

Listen: Assume Good Intent. Repeat to Clarify. Get Details

Apologize: For their experience, not for yourself or organization

Solve: Get curious. What would the solution look like?

Thank: Giving feedback can be difficult and it's valuable to your organization.

Credit to Luis Garza, Austin Training Manager, Alamo Drafthouse Cinemas.

To bring Merlin Works in to help your team be fun, fast and flexible, head to www.merlin-works.com