

# Getting the best from



## Without demotivating people

# Outcomes

- Explain what constitutes useful and effective feedback
- Frame comments in a productive and positive way
- Demonstrate the ability to give clear and impactful feedback
- Meet and use the 6-step SPIRAL Feedback model

# Introductions

A personal quality or skill that starts with the first letter of your name

# Today

- Context for feedback
- What we know
- Meet and experience the SPIRAL Feedback model
- Positive Difference
- What happens when..
- Your feedback



# SPIRAL

- **S**TART
- **P**OSITION
- **I**NTENSIFY/**I**NSTEAD
- **R**EWARD
- **A**CTION
- **L**EAVE



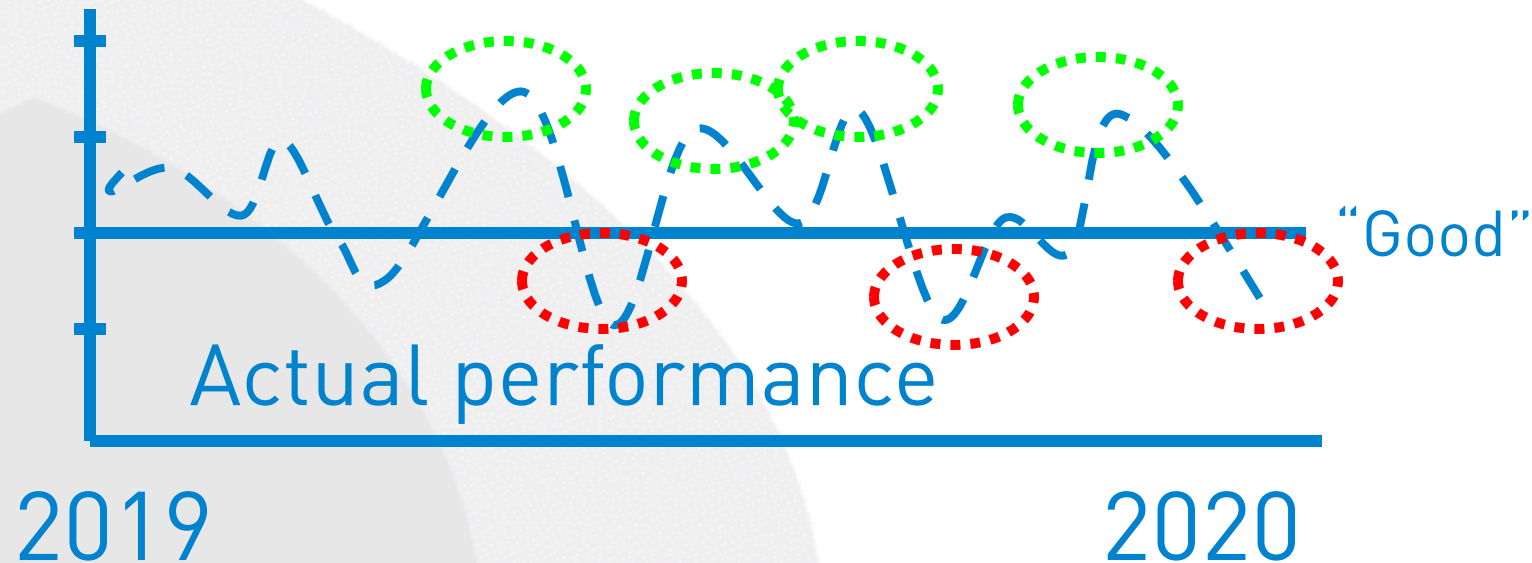


# SPIRAL



- **START** : Find a suitable time/place. ‘Do you have a minute?’ ‘Can we talk?’
- **POSITION** : Provide clear context for discussion
  - If Positive: Identify the specific situation, skill or outcome you were pleased with
  - If Problematic describe the problem – specific/fact and evidence based. What you saw and heard.
- **INTENSIFY** the Positive : explain in detail what you were impressed with
- **INSTEAD** of the Problematic: What would you like the person to do instead – what does ‘good’ look like.
- **REWARD** : Share benefits of the change for yourself and others. Ask them how the change would benefit them.
- **ACTION + LEAVE** : Conclude with an agreement on next steps, ask for their ideas/share yours.
  - When will you review?

# Putting positive difference to work



Discuss and learn from green

If necessary, apply to red to find small steps

# Date stamping at







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