

LEADING OTHERS SERIES

TIPSHEET NO: 16

Whether we are coaching new graduates or board directors, one of the topics that constantly comes up is how to give and receive feedback. Other frequent topics include time management and strategic thinking.

A Stanford study found that breaking the cycle of mistrust requires a more thoughtful approach to language and feedback. Read more about this in the study, [Breaking the Cycle of Mistrust](#).

I'M GIVING YOU THESE COMMENTS BECAUSE I HAVE VERY HIGH EXPECTATIONS, AND I KNOW THAT YOU CAN REACH THEM.

Why are these words so effective?
Because they let people know:

- They belong.
- Our group/team is special because of our high standards.
- I know you have the talent to reach those standards.

After some experimentation, the team at PeepCoach found that the words we use do not necessarily create personal accountability and agency. In fact, phrases that imply individuals need to meet the "high expectations" of the person providing the feedback can be counterproductive. Instead, we've experimented with the following alternative phrases:

Try experimenting with these alternative phrases:

- **I believe in your ability to take on this challenge.**
- **You have shown you can do this before; I'm confident you can do it again.**
- **I'm here to support you and want to see you succeed.**

Today, when you are giving feedback, try using one of these sentences and see what happens!



19 WORDS TO HELP YOU GIVE AND RECEIVE FEEDBACK MORE EFFECTIVELY

Contact us at hello@peepcoach.com
or call 1800 PEEPLC.

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