BLEVINS FRANKS

MOTIVATIONAL FEEDBACK

Rapport

- Put the colleague at ease

Set the scene

- Confirm what the de-brief will entail including timing

Recap objectives

- Ask colleague to recap the call/meeting objectives(s)
- Ask colleague as to whether the objectives were met

Self analysis - strengths

- Ask the colleague for his/her view on specific areas of the call/meeting that he/she felt went well

Evidence - strengths

- Provide evidence of strengths
- 2 or 3 areas maximum

Self analysis – areas for development

- Ask colleague for his/her view on what might be done differently next time

Evidence – areas for development

- Provide evidence of areas for improvement
- Maximum of 2
- Deal with minor issues

Agree next steps

- Agree next steps to address areas for development

Summarise and close

- Summarise agreed learning
- Consolidate strengths and encourage them to keep doing
- Check understanding and motivate