

Structuring Your Feedback

HEADLINE, OBSERVATION, ASK: 4 EXAMPLES

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HEADLINE

*I'm seeing something that has potential to hold you back from being as successful as you want to be. I want to give you some coaching on **communicating across teams**.*

OBSERVATION

*I **noticed** in the Slack thread earlier with ops that you used more aggressive language than you tend to use. I know it certainly wasn't your intention, and because I care about your growth and impact here, I want to bring it to your attention.*

ASK

*As you encounter frustrating situations with other teams, I want to make the **ask** that you pause before hitting send. I also want to offer up my availability to you to be your sounding board. I want to help support you to ensure your message is landing exactly as intended.*



HEADLINE

*Hey, friend...can I give you quick coaching? I want to share a nugget on **attention to detail**.*

OBSERVATION

I checked out the setup for the admin properties for the expansion project and noticed you missed a couple.

ASK

Let's you and I take a look together to make the adjustments and then I want to be sure you're off to the races on being able to keep an eye on these details moving forward.

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ENDURANCE
MANAGEMENT COACHING

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HEADLINE

*I'd love to dive into an opportunity to take your work to the next level. I want to talk about **proactive project management**.*

OBSERVATION

*I'm **picking up on a pattern** on your last three projects. You've nailed exactly what was asked of you, and there's an opportunity for you to be thinking ahead and around corners to better anticipate the needs of your partners.*

ASK

What I want for you is to step up to your next level. As you get going onto this next project, I want to share what this can look and feel like. Try asking yourself the following: what aren't they asking me and what do I think they'll need next? This will position you to be seen more as a thought partner, not simply someone who can execute the work. What support can I lend to empower you?



HEADLINE

*I want to connect with you for a few minutes because I'm beginning to have concerns about a **pattern** I'm seeing related to **deadlines**.*

OBSERVATION

*Thinking through the last two weeks, I've **noticed** deadline extensions requested and it's a **pattern** that hasn't been like you.*

ASK

I'm wanting you to be set up for success, I'd love to check in on how you're doing and what else might be at play that's having an impact on you.

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