

# **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