

Failsafe Feedback Framework

How to reduce tension and make it safe to discuss issues and find solutions from a shared perspective

Preparation: A) Get yourself emotionally regulated before having the conversation – if you easily get emotional when talking about the issue, you're not ready.
B) Thoughtfully prepare this script – even if you don't utilize it during the conversation. It will support you in clarifying what you really want, and it will keep you from being perceived as a threat in the conversation.

1. **"I want to talk to you about _____ (issue) _____. My positive intention for this conversation is..."**

Optional: **"I prepared a script to help me because this is important to me. Please let me finish and I commit to listening fully to your perspective."**

2. **"I noticed/saw/heard ..."** facts, neutral, objective
(don't confuse facts with what you think they mean. Facts on their own are neutral)
3. **"I was thinking..."**
My fears and concerns, the meaning I made, the story I told myself
(without blame, judgment, criticism or implying they were bad or wrong.
Remember, you are not a victim) TALK TENTATIVELY
4. **"I felt..."**
Feelings triggered in me: (mad, sad, glad, scared)
(without implying the other person caused your feelings)
5. **"I intend (want)..."**
Positive intentions and outcomes I want for you, me, us, and the situation
6. **"I request..."**
Specific Do Differently behaviors and actions
7. **"I'm doing/owning/contributing..."**
What I'm doing, the commitment I'm making, the part I'm playing in the solution
8. **"I'm listening..."**
I genuinely want to hear you and find a solution that works for both of us