

# GIVING FEEDBACK

## THE O'DEAR MODEL

### 1. O - Opening

**Ask or state your desire to speak with the person.**

*Scenario A: "Hey, do have a few minutes to talk with me about something?"*

*Scenario B: "I'd like to speak with you about something I've been thinking about. Is now a good time?"*

### 2. Describe

**Describe the person's behaviour (what they said or did) specifically, neutrally, and objectively.**

*Scenario A: "When I started speaking, you turned away and said, 'Oh, that doesn't matter.'"*

*Scenario B: "I have not received the draft document I was expecting from you by Tuesday."*

### 3. Explain

**Explain the impact this had on you or your work.**

*Scenario A: "I felt shut down and disrespected."*

*Scenario B: "I'm frustrated because I'm going to have to work over the weekend to meet Monday's deadline."*

### 4. Ask

**Ask the other person to clarify their perspective on the situation or incident.**

*Scenario A: "What was your perspective?"*

*Scenario B: "What was going on for you?"*

### 5. Request

**Request that an alternative behaviour or approach be taken in the future. This provides a starting point for problem-solving together.**

*Scenario A: "I'd appreciate it if you spoke to me directly about your frustrations so we could work through it together."*

*Scenario B: "Next time, can you please just let me know earlier so I can plan accordingly."*