Formula For Giving Behavior Feedback

Giving behavior feedback consists of forming a four-part statement:

1. Precise description of observable behavior

PLUS

2. Description of the observable effect of that behavior

PLUS

3. Statement of the emotional effects on you

PLUS

4. Statement of what you are going to do or what you want to happen

BEHAVIOR FEEDBACK MESSAGE

Guidelines for "Giving Behavior Feedback"

1. Never describe characteristics of people; only define their behavior, as specifically as possible.

2. Use behavior feedback as soon as possible after the behavior has occurred.

3. Use behavior feedback the first time the behavior occurs—it is less effective with habitual behavior.

4. When you state your emotional feelings, have the courage to reveal your real feelings—avoid commonplace words like "angry" or "frustrated."

5. This technique can and should be used for behavior that is pleasing to you as well as for behavior that is displeasing.

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Four-Step Method Of Giving Behavior Feedback

Describe what the person is doing:	Describe the effect on you:	How does it make you feel:	What you want to happen:
When you play your stereo loudly at 3:00 a.m.,	your neighbors call me to complain,	and I feel really annoyed.	Please confine your use of your stereo to reasonable hours.
When you ask me to complete a report at 4:30 p.m.,	I feel pressured to work late,	and I want you	to try to get work to me earlier.
When you go out with other women,	I wonder if you are really as committed to me as you say,	and I feel hurt and insecure.	
When you clean up the house as well as you did yesterday,	I don't have to rush home and take care of it.	I feel very appreciative.	I hope you will continue to be so helpful.

Fill in the following blanks with statements appropriate to situations which affect you.

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