

FEEDBACK FORM

(Form 32, 12/2014)

Coach: _____ Client: _____

Day 2 3 4 5 5 6 7

Meta-Person: _____

Benchmarker: _____

1) Supporting (from state of caring)

- 3.5 Identify patterns. Confronts. Commitment.
- 3 Acknowledge— Validate / Celebrate. Summary
Sets frames. Hold frame. Challenge
Eff. Interrupt. Empathy. Semantic matches —>
Words —> emotions, gestures, physiology
- 2.5 Matching the Basics [1 “3” level per minute]
- 2 Fidgeting, Jarring Transition, Inappro. validat.
- 1 Disconfirm, Rescues (em. “saving”)
- 0 Interrupt, Judge, Impose (minus - 0.2)

Gestures — Hands

Semantic matches:

Coach: (minus - 0.1 each mismatch)

Energy:
Posture:
Voice Volume
V. Tempo:
V. Tone

2) Listening (from state of total attention/ presence)

- 3.5 Inferential L. Synthesizing.
Mirroring. Re-phrasing. Asks @ the un-said.
Invite awareness (self-listening).
- 3 Strategy Process. Tracking Convers.
- 2.5 Silence. Clarity checks of words (4 to 7)
___ % Eye contact: ___ % Talking.
Encouragers:
- 2 Paraphrasing. Key words not repeated (minus - 0.1 each): Insufficient detail:
- 1 Things not heard: _____ (minus - 0.2)
Distracts. Mind-reading. Sidetracked (chase client's words)
- 0 Tells. Imposes. Interrupts. Talks over.

Smiles:

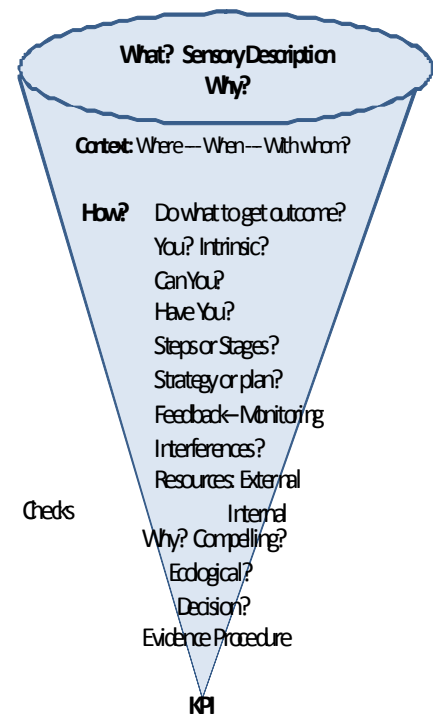
Yes:
Okay:
Nods:

3) Questioning (from state of curiosity)

- 3.5 Indepth probing (7-10 Q into same subject).
Quality Control
- 3 WFO questions .
Testing [3] Clarity [4]
Checking [3]
Exploration [5]
- 2.5 **Required Questions** [WFO -5]
- 2 Un-useful; Irrelevant. Redundant.
Wimpy Opening; Convuluted.
- 1 Leading. Rhetorical. (minus - 0.2)
- 0 Telling. Stories.
Judgment.

4) Meta-Questioning (from state of exploration)

- 3.5 FBI: Introject premises. (Add 0.2)
Check frames presented
- 3 Layering (Complex)
- 2.5 **1 MQ per 2 min. Grounded**
Relevant – Timely
- 2 Un-grounded.
- 1 Irrelevant, Untimely.
- 0 Mind-reading



5) Giving Feedback *(from state of sensory precision)*

- 3.5 Individualizes. Opens possibilities.
Confirms and validates.
- 3 Next step for improvement: actionable
- 2.5 **Sensory-based — facts (2 every min.):**
Relevant (states classification). Uses scale #.
Rapport: checks w/ person. Tentative.
- 2 Vague (not specific). Evaluative.
Self criteria. Convoluted.
- 1 Argument. Mind-Reading.
- 0 No response. Judgment. Attack.

6) Receiving Feedback *(from state of openness)*

- 3.5 Seek details. Implements.
- 3 Acknowledges with appreciation.
Explore for meaning (2+ Q)
- 2.5 **Silent reflection — Acknowledge. Neutral.**
- 2 Disagrees. Explains.
- 1 Argue. Deflect / Discount
Talking over:
- 0 Disengaged: Walks away.

7) Inducing States *(from state of expressiveness)*

- 3.5 Voice— Inflection, Drama
Coach the body.
Induction language, Menu list.
- 3 Questions — Meta-Q.
Silence; Gauge Q.
Congruent Voice & Gestures
- 2.5 **2-5 States relevant induced by voice & content**
- 2 Monotone, no emphasis
- 1 Incongruent voice, mere talk *about* emotion
- 0 Intellectualizes, voice prevents state
Counter-Productive States (- .3) _____

Calibrated States Change — Intensity (0-10)

Reflection —> Clarity
Curiosity
Desire (toward)
Aversion (away from)
Analysis (probing)
Decision (commitment)
Challenge / Teasing
Creativity (brainstorming)
Action (actualizing)

Strengths:

Next Steps:



