



# Mastering the Art of Feedback: Compassionate Communication

April 2024

# Connector



1

Walk around the room greeting other people.

2

When you hear the bell, stop introduce yourself to the person you are closest to.

3

Look up at the screen and discuss the question that will appear here.



What makes a  
good  
communicator?



Talk about a situation anonymously and confidentially when communication broke down.



What do you  
need to pay  
attention in  
yourself around  
good  
communication?

# Agenda

- The Power of Paraphrasing
- S-B-I Feedback Formula
- Building Rapport



## Count on ~~Me~~ Us Like

1. Foster Engagement
2. Nurture Ideas
3. Seek Clarity

## I Can Count on You Like

4. Participate Fully
3. Speak your truth
2. Seek Clarity

Confidentiality and anonymity across the board

[Count on Me - Bruno Mars](#)

# Paraphrase

Merriam Webster defines it as: a restatement of a text, passage, or work giving the meaning in another form

Middle French, from Latin *paraphrasis*, from Greek, from *paraphrazein* to paraphrase, from *para-* + *phrazein* **to point out**

“Paraphrasing is one of the most valuable and least-used tools in human interaction. A well-crafted paraphrase communicates: **“I am trying to understand you and therefore I value what you have to say”**”



# Fishbowl Paraphrase

## Starring Janell & Grace

# Building Rapport



- ★ Eye Contact
- ★ Body language
- ★ Mirror body language
- ★ Tentative language



Now you

Partner and talk about a challenge at work and paraphrase each other.

# Types of Paraphrase

## Acknowledging

“The acknowledging paraphrase is verbal feedback given to let the person know you are trying to understand.”

Resource: [Thinking Collaborative - Three Types of Paraphrase](#)

# Types of Paraphrase

## Organizing

The organizing paraphrase categorizes and organizes the speaker's thoughts so the speaker can think about them deeper.

Resource: [Thinking Collaborative - Three Types of Paraphrase](#)

# Types of Paraphrase

## Abstracting

“The abstracting paraphrase infers meaning below the surface of what is said. A variety of inferences include listening for values, beliefs, intentions, concepts, identity, and assumptions.”

Resource: [Thinking Collaborative - Three Types of Paraphrase](#)

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# Fishbowl Paraphrase

## Starring Janell & Grace

# Paraphrase



- ★ Attend fully
- ★ Listen for understanding
- ★ Reflect the essence of what is being said



- Use "I"
- Make it about you - tell them autobiographical stories
- Trying to FIX IT

Example

# Practice

## Acknowledging

- ❖ You're thinking that...
- ❖ You are wondering if...
- ❖ You are frustrated because...
- ❖ You are hoping that...
- ❖ You're concerned about ...

## Organizing

- ❖ There are three issues...
- ❖ You have closure on \_\_\_\_ and you're ready to move on to \_\_\_\_
- ❖ First you're going to \_\_\_\_ then you will \_\_\_\_
- ❖ On the one hand ..., and on the other hand ...

## Abstracting

- ❖ It's important to you that ...
- ❖ A belief you hold is ...
- ❖ You're struggling with ...
- ❖ A goal you have is ...

# Practice

Talk about a process that you have in place around pupil accounting and/or state reporting

# S-B-I

Situation - Behavior - Impact

[Video](#)

[Center for Creative Leadership](#)

# Situation



- ★ Describe the situation
- ★ Be specific
- ★ Include who, what, where, when



→ Generalities

# Behavior



- ★ Describe the actual observable behavior
- ★ Facts only



- Judgements
- Interpretations

# Impact



- ★ Describe the results of the behavior
- ★ Explain your feelings



- Judgements
- Interpretations

# Example



Pause

Ask Probing Question

# S-B-I-I

Situation - Behavior - Impact - Intent(paraphrase)

PAUSE to let them talk

PARAPHRASE

Their **INTENT**

# S-B-I-I-I

Situation - Behavior - Impact - Intent - Instruct

# Instruct



- ★ Ask questions
  - How might you do this differently next time
- ★ Give specific behavioral instructions
  - Next time, please do  
....



- Judgements
- Interpretations



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yourself around  
good  
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# Resources

- [Thinking Collaborative](#)
- [Center for Creative Leadership](#)

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