

Vision Quest CONSULTING

LEADERSHIP COACHING THOUGHT



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Vision Quest Consulting provides leadership coaching, organizational development consulting, and training to top executives and their teams.

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Welcome to Vision Quest Consulting's Leadership Coaching Thought!

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THIS MONTH'S TOPIC: A WELL THOUGHT OUT MESSAGE

As a child my mother use to say, "It's not what you say, it's how you say it". Many years later, I have learned it matters what you say, when you say it, and how you phrase it that impacts the success of your message. Giving feedback effectively does not simply mean telling someone else what you think but instead having a well thought out message that gets delivered strategically. A well thought out piece of feedback will make all the difference in creating a positive outcome and changing another person's behavior.

Feedback is an effective tool to influence the behavior and performance of others. If you say to your child, "Thank you so much for picking these beautiful flowers for me today, it made my day happier," your chances are good that they will give you flowers again sometime soon. The same concept applies in general to employees, giving specific positive feedback will likely result in their repeating their behavior. The opposite is also true, if you give an employee negative feedback on something you want them to change, they will be less likely to repeat that specific behavior.

When to Give Feedback. In a nutshell, the reason you bother to give someone feedback is because you want a behavior repeated, stopped, or changed in some way. There are guidelines to follow that will increase the likelihood of changing someone's behavior.

Deliver your message:

- Soon after the negative or positive behavior occurred. The longer you wait, the less the impact.
- When you notice an improvement
- When someone has done a “good job”
- When you’re worried that the person’s behavior may hurt the team or the relationship

[CLICK HERE TO EMAIL TO A FRIEND](#)

When Not to Give Feedback. Timing is everything. It important to have optimal conditions when giving feedback in order to increase the impact you will have. Strategies on when not to give feedback include:

When you are angry or upset. (If I am very upset about something, my best strategy is to sleep on it before I say something I might regret later on.)

- When too much time has passed since the event. Soon after the behavior has occurred is the most beneficial, the longer you wait, the less likely the person will take you seriously.
- Wrong place. A public place where there are other people around is inappropriate for delivering negative feedback. There are people who even dislike being acknowledged publicly for something positive. Make it a practice to deliver feedback one-on-one in a place free from interruptions and distractions.
- No time to prepare what you’ll say. I often get better results when I write out exactly what I’m going to say before I say it. If I am delivering feedback on the phone instead of in person, I’ll read my script so as not to forget anything.

OFFERINGS

1. Take it To The Top; A Guide to Executive Coaching and Mentoring in America's Top Corporations by Wendy Capland is available for \$49.99. DO NOT HIT REPLY TO THIS MESSAGE. This book is available as well as an audiotope on Developing Effective Leadership and Coaching Skills by clicking:

<http://www.visionquestconsulting.com/store.html>

2. The Impact of Executive Corporate Coaching Programs, audio tape \$19.99 DO NOT HIT REPLY TO THIS MESSAGE. This tape is available by clicking:

<http://www.visionquestconsulting.com/store.html>

3. Complimentary half hour Coaching Session, first come first served. To register or obtain more information, email wcapland@visionquestconsulting.com with your name and phone number

so that we may contact you:

Leadership Coaching Thought is written and produced by Wendy Capland. If you have any questions or comments, please send them to: wcapland@visionquestconsulting.com. We'd love to hear from you.

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