

The Feedback Wheel

Created By Terry Real, based on the work of Pia Mellody and Janet Hurley

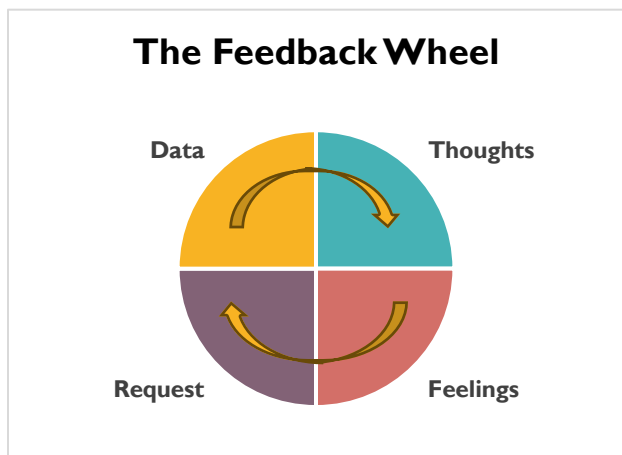
THE ROLE OF THE SPEAKER

Step One: Remember the intention of *The Feedback Wheel*; you are using a **winning strategy**, speaking to make your relationship better, experience repair, and reconnect, not to complain.

Step Two: Contract; before you begin using *The Feedback Wheel*, ask if the other person is open to feedback and assure them you'll keep it brief. It's in your best interest to contract; it's part of what makes it a **winning strategy**.

Step Three: Use the format of *The Feedback Wheel*; you are using a **winning strategy** to increase the odds of reconnection, so use the format as it's designed- only two sentences per quadrant. Beware the **losing strategy** of **Unbridled Self Expression**.

1. **What I saw or heard**: data about ONE event; offer the data without interpretation.
2. **What I "made up" about the event**: this is your opportunity to provide your interpretation of what happened.
3. **What I felt about my interpretation**: use the 7 primary feelings: Joy, Love, Pain, Anger, Fear, Guilt, or Shame; resist leading with the same emotion feeling every time.
4. **What I'd like now**: the intent of request is to help experience repair; make it deliverable and actionable in the moment.



Step Four: Let go of outcome; Remember this isn't about being right, controlling, or any of the other losing strategies. This is about using a **winning strategy** to maintain your relational integrity and giving the other person a chance to respond and repair- not about "getting them" to do any one thing.

THE ROLE OF THE LISTENER

Step One: Remember that the Listener and the Speaker are not the same thing; if you agree to hear a feedback wheel, you are agreeing to put objective reality to the side and use the **winning strategy** of **Listening to Understand**.

Step Two: Follow the format of the listener role; start by repeating back verbatim what you heard- don't interpret or edit based on what you think the other person means.

Step Three: Acknowledge what you can; remember your commitment to **Full Respect Living** and use the **winning strategy** of **Responding with Generosity**- this isn't an indictment of your character, is an opportunity to understand the other person's experience.

Step Four: Give what you can in response to the request; ask yourself, what do I really give up and what might I gain? When in doubt, remember the intention of **The Feedback Wheel** and assume the best intention of the person who is the speaker; it's in your best interest, too.