

Negative reactions/surprises tend to be more frequent if elicited by:

Comparative data, when one's scores/assessments are lower than

ative reactions in these cases.

The following are phrases to validate negative reactions & support.

"You're not the first one to identify that as a stumbling block."

"It's difficult to hear feedback that disconfirms how we see ourselves"

"We're all trying to do our best and it's tough to hear when we're not hitting the mark."

"We're going to work together...!"

Stage 3: Explore trainee understanding of the content of the data gathered/report

Stage 3 Strategies and sample phrases

A careful review of the information provided in the assessments/report and identification of performance gaps will guide Stage 4, Coaching

"Is there anything in the assessment report that doesn't make sense to you?"

"Anything you're unclear about?"

"Let's go thr each domain"

"Anything in this domain/section that you'd like to explore further or comment on?"

"Anything that struck you as something to focus on?"

"Do you recognise a pattern?"

Stage 4: Coach for performance change