

MTD Quick Tips

Example, Effect, Change

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Example, Effect, Change

I have just come back from completing some one on one coaching sessions with some managers of a high street financial institution and many of them found it difficult to give feedback to others in a constructive manner.

Usually, they would say nothing at all and just bottle up all of the frustrations and feelings they had inside.

Sometimes, what they would say would come out all wrong and then they would be labelled as aggressive!

Then there were others who would give the feedback in a very apologetic nature and in the end back down and dilute how they were feeling!

So, say someone has done something that you are not happy with. How do you tell them?

Well, I recommend that you use the EXAMPLE, EFFECT, CHANGE method.

Here's how it works:

SCENARIO 1

Example
WHEN YOU DON'T ARRIVE AT MY MEETINGS ON TIME...

Effect
IT REALLY DOES UPSET MY BUSY SCHEDULE FOR THE ENTIRE DAY...

Change
IN FUTURE COULD WE AGREE THAT WE START PUNCTUALLY?

SCENARIO 2

Example
WHEN YOU DON'T LOOK AT ME WHEN I'M EXPLAINING SOMETHING TO YOU...

Effect
IT MAKES ME FEEL AS IF YOU ARE NOT LISTENING TO ME...

Change
IN FUTURE COULD YOU TRY TO LOOK AT ME WHEN I'M TALKING TO YOU?

SCENARIO 3

Example
WHEN YOU STOP ME FROM TALKING BY INTERRUPTING WHAT I AM SAYING...

Effect
IT MAKES ME FEEL AS IF YOU DO NOT VALUE MY CONTRIBUTION...

Change
IN FUTURE COULD YOU PLEASE LET ME FINISH WITHOUT INTERRUPTING ME?

Can you see how you could use that at work?

Think about the common occurrences where that technique would come in handy and use it!

Until the next time, take care of yourself

Live, love and laugh

Sean

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About Sean McPheat



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Founder and MD of international management development firm MTD Training, Sean McPheat is widely regarded as a leading authority on modern day management and leadership.

Sean is a bestselling author, and has been recognised for his own business building skills through the **British Business Awards** and has been featured in the **Who's Who Of Britain's Business Elite**.

He has been a regular judge for the UK's Young Enterprise Programme but was not as horrible as Simon Cowell (well almost!)



Sean has been featured on **CNN International, the BBC, SKY, ITV, The Guardian, Forbes, Arena Magazine, Marketing Weekly, Business Zone, Winning Edge** and radio stations such as BBC WM and LBC (London's Big Conversation).

Sean has over **250 media credits** to his name and his weekly email tips go out to over **60,000 people** interested in management and development strategies.

Sean is also a **much sought after media figure and motivational speaker** on all topics related to management, HR, business improvement and entrepreneurialism.