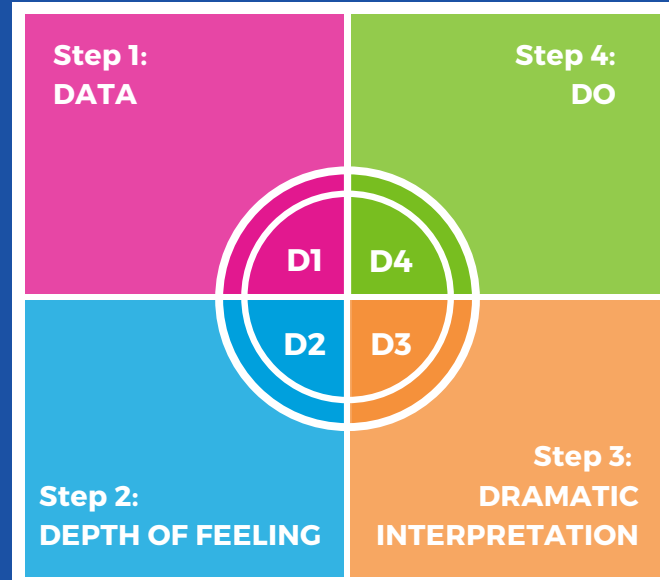


D4 feedback model

The “Platinum Rule” has never been more true than here - treat others how they want to be treated. This means delivering **authentic** feedback in a way that the recipient prefers, not how you prefer to deliver it. And that means asking how they want to receive feedback.



HOW TO USE THE D4 MODEL

This is great for one-on-one feedback.

Start with Step 1 and move through Step 2, Step 3 and finally Step 4.

The individual providing the feedback starts and then works their way through all 4 steps without interruption.

Then, the recipient moves through all 4 steps.

Please note that the recipient may require time before responding. It would be advisable to allow the recipient an opportunity to take a 10-minute break and then resume.

D4 feedback model

Step 1: DATA

What are the facts?
What actually happened?

When I had this experience...

Step 4: DO

What do you want to do?
What do you want the other person to do?
What decisions do you want to make?

This is what I now choose to DO...

Step 2: DEPTH OF FEELING

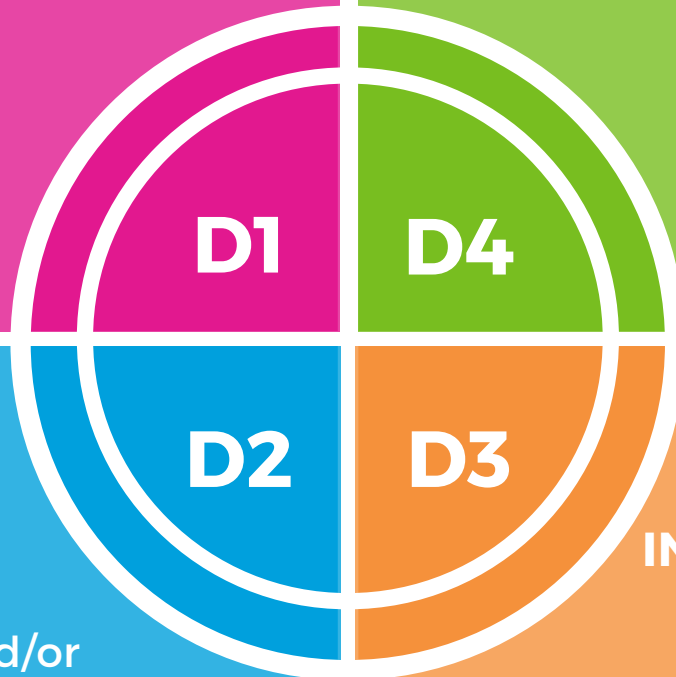
How do you feel?
What emotions and/or bodily sensations are you aware of?

I felt...

Step 3: DRAMATIC INTERPRETATION

How are you interpreting the situation?
What meaning have you given this?

The possibilities I now see and what I learnt from this are...



D4 Developmental feedback example

As an example... Use this when you want to give feedback on behaviours you want to change.

Step 1: DATA

I left an urgent message for you to call me back two days ago and I have heard nothing...

Step 4: DO

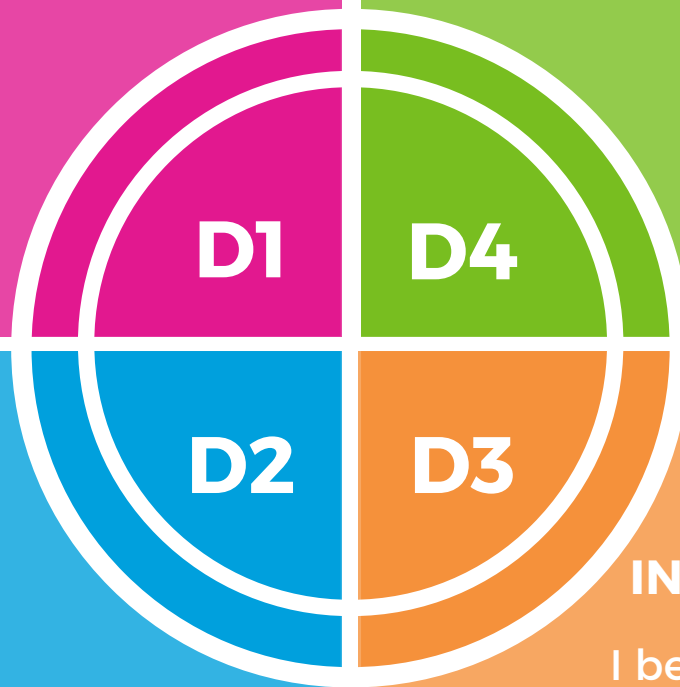
I want us to commit that all calls are returned within 24 hours on business days. Can you do this?

Step 2: DEPTH OF FEELING

I feel frustrated and angry...

Step 3: DRAMATIC INTERPRETATION

I believe you chose to ignore my request and in doing so let me and the team down. Was this your intent?



D4 Appreciative

feedback example

Example of the feedback model - use this when you want to reinforce behaviours you want to encourage.

Step 1: DATA

When you came in last Thursday on your day off to help me...

Step 4: DO

I want to say thank you for being so responsive and helpful.

Step 2: DEPTH OF FEELING

I felt supported and was relieved not to have to do everything on my own...

Step 3: DRAMATIC INTERPRETATION

I believe you and I share a similar commitment to teamwork and collaboration...

