

FEEDBACK MAI



THE COACHING MASTERS

FEEDBACK MAI

Feedback is a fundamental part of the process that guides people to present behavior and performance appropriate to a given situation, letting them know how they are being seen in the market or in the work environment, in this way, we can know how they are being seen and evaluated at the same time. around. The lack of feedback can leave you not knowing which direction to go. It can be considered as a compass, which gives the direction to take, to achieve the goal and customer satisfaction.

You can use Feedback MAI. It is an acrostic and an excellent tool for learning and improving our work, because through it, one can seek perfection and discover the right path to follow:

M - MOMENT

What was the moment; the situation; the place where the event took place.

A - ATTITUDE

What was the attitude; the behavior; the action that took place.

I - IMPACT

What was the impact; what caused it; What was the result.

MAGNIFYING

You can enlarge Feedback MAI and transform it: **Feedback MAI(S) or Feedback MAI(A)**

A - ALTERNATIVES

S - SUGGESTION

Coaching with MAIA Feedback: "What other ways do you have to do this?"

* Example of Improvement Feedback

M - MOMENT: Today before lunch

A - ATTITUDE: You left early and left a customer waiting for you

I - IMPACT: The customer was upset and said he no longer wants to be served by you

S - SUGGESTION

A - ATTITUDE: In what other ways can you organize yourself at times like these?

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* Positive Sponsorship Feedback Example

M - MOMENT: During our meeting

A - ATTITUDE: You contributed many important ideas and suggestions

I - IMPACT: We finish the meeting earlier and with the feeling that we have found the way.

INSTRUCTIONS FOR FEEDBACK

STAGE	HOW TO MAKE	BECAUSE?
Preparation	Think carefully about what you want to say. Take stock of positives and improvements.	Preparing ahead of time makes the most important facts stand out in the conversation, and listing the positives helps break down resistance.
Choice from the environment	The conversation should be in a neutral environment, preferably in the room of the person receiving the feedback, without interruptions.	The proper location helps to reduce tension. It is essential that telephone calls or secretaries, for example, do not interrupt.
Definition of rules	While one of them is speaking, the ideal is for another to write down all the observations and speak only afterwards. Then the roles are reversed.	Quick-action responses generate tension. With waiting, impulsiveness is controlled and there is time to assimilate what has been said. The person who proposed the feedback should leave the other person free to start, if they prefer

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INSTRUCTIONS FOR FEEDBACK CONT.

STAGE	HOW TO MAKE	BECAUSE?
Start of the conversation	Highlight the qualities of the listener, before charging something.	This helps break the listener's resistance.
Be careful with the tone	<p>Use specific examples and not generic adjectives like "selfish" or "lazy".</p> <p>It's also better to say "I feel uncomfortable about this situation" rather than "you are this or that"</p>	It's a way of keeping the conversation objective and disarming the other person's defenses, without causing irritation.
Time to listen	Do not interfere while the other is positioned. Listen, take notes and wait your turn to speak.	Waiting for the right moment to speak shows maturity and genuine interest in improving.
Finalization	After all, it is critical that there is a reinforcement of the main points of the feedback – both the improvements and the positives.	This helps to organize the thinking and select the most important part of the conversation (which lasts about 40 minutes).