

Delivering Feedback and Making Requests

In my communication seminars, I teach a method called the FIRR.

Fact

Impact

Reason and Respect

Request

If you are delivering feedback only, you will use just the FI.

If you are making a request, you will use the whole FIRR.

Here is an example. The scenario is an employee who makes negative comments about other departments.

Fact: In our operations meeting you asked, “When will we be able to hire someone in production who knows what they’re doing?”

Impact: The question sounded like a put-down.

Reason and Respect: I’m telling you this because I don’t believe your intentions were to be mean. I think you do want to be considered as a teamplayer.

Request: Will you work with the production department to identify solutions for the obstacles you and they face?

Contact me if you have some feedback or a request you’d like help with.

For more information: develup.biz