**THE LADDER OF FEEDBACK**

**SUGGEST**
Make suggestions for improvements.
“Maybe you could...”
“What if...”

**STATE CONCERNS**
Kindly express your concerns.
“I wonder if...”
“It seems to me...”

**VALUE**
Express what you like giving detailed examples.
“I really like... because...”

**CLARIFY**
Ask questions to help you understand fully.

*by David Perkins, King Arthur’s Round Table: How Collaborative Conversations Create Smart Organizations (John Wiley Press, 2003).*