

**What Could You Achieve if Everyone and Everything Worked Better Together?**

**Giving Feedback Respectfully**

**The “VENT” Acronym**

Letters to Remember:	What It Stands For:	Example of Words to Use:
<b>V</b>	Verbalize the behavior you find frustrating	“Do you have time 5 minutes to chat about the meeting the other day? I wanted to take a minute to share that I was a little frustrated in the meeting/with your email/ etc. While I know this was not your intention, I was a little taken back that you called me out in front of the group/the tone of the email felt like you were angry.”
<b>E</b>	Express how the behavior makes you feel using “I” statements	“I felt a little hurt and felt like you were placing all the blame on me.”
<b>N</b>	Notify the person(s) of the new behavior you want or what you would like done	“I really like working with you and appreciate what you bring to the table but in the future would you not call me out in the meeting and come to me before the meeting so we can discuss and sort out the confusion? Will you follow up in person or just give me a ring instead of emailing me to ensure I do not misinterpret the tone in your emails. I would like for us to continue to work on our communication to ensure we are always in sync.”
<b>T</b>	Tell them what the consequences will be if the behavior continues	“If we do not work on our communication, I am concerned that our clients/members/outcome of the projects we work on in the future, will not have good result. Plus, I think you will agree, the time/energy we waste on misperceptions/assumptions, prevents us from getting our work done more effectively & efficiently which will have a negative effect on us reaching our individual, department & company goals”

**What Could You Achieve if Everyone and Everything Worked Better Together?**

**Receiving Feedback Respectfully**

**The “LAST” Acronym**

Letters to Remember:	What It Stands For:	Example of Words to Use:
<b>L</b>	Listen first, then acknowledge	“I am hearing you say that I frustrated you/upset you/offended you by....”
<b>A</b>	Apologize	“I am sorry that you were frustrated/upset/offended by my behavior. I never meant to hurt/upset/frustrate you.”
<b>S</b>	Say what you will do	“Now that I know that I did not do a good job of communicating my message and you have given me some better ways to handle the work we do collaboratively, I won’t do ___ and ___ anymore. I will always come to you to get clarity first and not jump to conclusions.
<b>T</b>	Thank the person for giving you the feedback	“Thank you for being open and honest with me about how I made you feel. I need to know how I am coming across with people and I appreciate that you were very empathic and direct with me.”