

Clear Message Model for Caring Feedback ©

by Amy Summers

What is a Clear Message Model?

- The clear message model is a simple method for giving either positive or developmental feedback.
- It is particularly useful when the Mentor anticipates a difficult conversation with her Mentee. At the same time, when used for positive feedback, the experience can be a memorable and motivating experience for the Mentee & Mentor alike.
- The communication should be concise and use all steps of the model.
- When created with care, and used to start a conversation, it can resolve tensions and create better understanding between two people.

Take a few minutes to write freely about a situation that has created separation, disharmony or discomfort between you and your Mentee:

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The eight main components that The Clear Message Model © is based upon are:

1. Intention: An Intention is a plan or objective for this communication.
 - A plan, objective, goal, purpose, resolution, aspiration, hope.
2. Appreciation: A recognition and enjoyment of the good qualities of your Mentee.
 - Valuing, respect, regard, esteem.
3. Observations: Observations are objective statements of what you see & hear. You describe the situation in concrete facts, specific events and behaviors.
 - Outline the facts by talking about what, when, where, and how. Be careful with using *Why* as it can be subject to interpretation. Be careful when using *Who* because the observations need to be from your perspective only.
 - Avoid second-hand observations, such as “I hear that you did”
4. Feeling: An emotional state or reaction
 - Love, care, affection, fondness, anger, fear, anxiety, sad, puzzled, confused, frustrated...
 - While the content of an expression of emotion/feeling is extremely important, the emotions that are expressed, either verbally or non-verbally, often receive primary intention.
 - The feelings/emotions you felt at the time are important to communicate so that your Mentee understands the effect of their behavior.
5. Thoughts: Thoughts are your conclusions, inferences, or guesses based on your observations.
 - Notion, belief, imaginations, projections, impression, opinion, view, perception, deliberation, speculation.
6. Reaction: An action performed or a feeling in response to a situation or event
 - A person’s ability to respond physically and mentally to external stimuli.
7. Request: An act of asking politely or formally for something.
 - Appeal, entreaty, plea, petition, solicitation...
 - Requests are a clear expression of what you would like to see the change, start, stop, or continue. By clearly stating your expectation, there is a much better chance it will be achieved.
8. Appreciation: Repeat #2 or create a new appreciation

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My INTENTION for this communication is

Example: To communicate lovingly & clearly about an issue that has separated us.

One thing I APPRECIATE about you is

Example: That you are very creative

When you (OBSERVATION)

Example: Took a phone call from your friend during our time together working on your resume

I felt (FEELING/EMOTION)

No more than three feelings. Example: sad, angry, frustrated

Because I IMAGINED (thought) that

Example: You didn't respect my time or our time together as special

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And I REACTED to that by

Example: Packing up my stuff and waving goodbye while you continued to talk on the phone

One thing I REQUEST from you in the future

Example: When we have our planned time together you do not take any phone calls (unless emergency)

Again, one thing that I APPRECIATE about you is

Example: Use the same appreciation that you used above or create a new one i.e. You always email me with an thank-you after we meet together.

*After you read this to your Mentee ask her to mirror (or paraphrase) it back to you starting with: "What I heard you say was..." at the end she can say "Did I get that right?" You answer yes or no, then add the part she missed. After this she says "Is there more?" Sometimes you realize that there are one or two small additions to the communication that you'd like to add. This is your opportunity to add them. She then reflects them back and you are complete. Then it's her turn to communicate her version of the Clear Message Model to you. After she completes her message, you say "what I heard you say was..." "Did I get that right" "Is there more?"

You can use the Clear Message Model for Caring Feedback © to resolve issues with co-workers, your boss, in customer service fiascos, with family members or friends.

You can also use the model in letter form, in order to resolve a long-standing issue with someone with whom you no longer communicate. To do this, write a letter using the model and read it to a trusted friend or to yourself in the mirror.

The Clear Message Model for Caring Feedback © was created by Amy Summers, who culled information from the Whole Message Model (Talent Futures), Imago Relationship Model (Harville Hendrix), Workshops & trainings she attended with: Daniel Goleman, Jacqueline Small, Marion Woodman, Amrit Desai, and from her own training; Conscious Communication Workshops © created by Amy Summers