

The Give, Get, Merge Communication Model

The Give, Get, Merge Communication Model incorporates skills to optimize communication with others. Use the following tips to guide you before and during a feedback conversation using this model.

Before the Discussion

Plan the session

- Take time to prepare for the feedback session ahead of time.
- Try to anticipate how to respond to the receiver's reactions.
- Be well informed of the individual's progress

During the Discussion

Set the climate

- Hold the discussion in a private location.
- Establish a relaxed, non-threatening atmosphere.
- Give the employee your undivided attention.
- Explain the objectives for the discussion and their value to the employee.

<h3>Give Your Perspective</h3>	<ul style="list-style-type: none"> • Acknowledge the current situation (i.e., the gap between current and expected performance). • Highlight the impact or consequences of the performance or behavior. 	<ul style="list-style-type: none"> • Communicate your understanding about the situation. 	<ul style="list-style-type: none"> • Communicate your ideas about possible solutions.
<h3>Get the Other Person's Perspective</h3>	<ul style="list-style-type: none"> • Get the employee's reaction. • Use open-ended questions and listening skills. 	<ul style="list-style-type: none"> • Get the employee's ideas about the reasons. 	<ul style="list-style-type: none"> • Get the employee's ideas for solutions.
<h3>Merge Perspectives</h3>	<ul style="list-style-type: none"> • Reach agreement. 	<ul style="list-style-type: none"> • Reach agreement on the contributing factors. 	<ul style="list-style-type: none"> • Agree on mutually acceptable solutions. • Agree on steps the employee will take to improve or change performance and what you need to improve.

Close the Discussion

- Summarize what has been discussed and agreed upon.
- Give the employee a change to provide additional input.
- Express your commitment to the employee's growth and success.
- Check that all of the employee's concerns have been addressed.

