

## **Instructions for Session II-C Handouts**

Download all of the handouts (pdf format). For each handout read the instructions below:

**I Prefer....** – Brainstorm with your co-workers the questions on this handout. Then ask:

- What language that makes me feel respected and valued?
- What actions make me feel respected and valued?

**Patron and Co-Worker Preferences – Giving and Seeking Feedback** – Utilize this list of questions to discover new ways of seeking feedback from individuals. Please note the cautionary statements.

**L-I-V-E – Through Any Challenging Feedback** – Use the LIVE formula to turn any type of feedback into a productive outcome. Go through the suggested feedback statements – discuss with the group how changing your approach for feedback will make positive changes in your organization.