

Delivering Tough Messages

What I know you are capable of

Underlying message: Who you are

What you have / have not demonstrated

(Clear examples of behaviour are necessary here)

Underlying message: What you do

And the effect was

(Select from: on me / on the team / on the bigger picture)

Underlying message: Neutral delivery and not personal attack

What we can do to help you match up what you demonstrate with what you are capable of is...

Underlying message: Matching up what you do with who you are