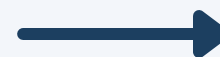


Most leaders don't
struggle with what
to do...

**They struggle with
what to say.**



HERE'S A SIMPLE WAY TO FIX THAT.



Say It Clearly

A No-Fluff Guide to Better Feedback

A simple way to handle:

- tough conversations
- non-performance

AND **RECOGNISE** great work

Without overthinking it.

The CLEAR Feedback Method

C

Context

Set the scene. Be specific about when and where the behaviour occurred.

L

Looked Like

Describe what was seen or heard — facts only.

E

Effect

Why it matters.
Explain the impact on people, work, or the team.

A

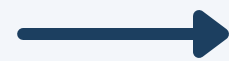
Ask

Use a coaching approach.
Creates ownership over what needs to change or continue.

R

Result

What “good” looks like going forward, expectations and future outcomes.



When something needs to change:

C

“Can I talk to you about something from...”

L

“What I noticed was...”

E

“The effect of that was...”

A

“What do you think needs to happen next?”

R

“Great, and I would expect the following...”



When someone does something great:

C

“I want to call out something from...”

L

“What you did was...”

E

“It made a difference because...”

A

“What helped you do that?”

R

“Keep it up, it’s what we need more of
around here”



Why CLEAR works

- ✓ Addresses things earlier
- ✓ Fair and specific
- ✓ Reduces defensiveness
- ✓ Builds stronger teams, builds trust
- ✓ Creates stronger workplace culture



Adi Warren

Radiate Coach & Consult
adi.warren@radiatecoach.com
M: 0274 895 988
www.radiatecoach.com

