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**RESOURCE HUB**

**FOR GXP MANAGERS**

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**FECE Model:** Facts, Emotions, Consequences, Expectations

Use this checklist to prepare and structure your feedback conversations effectively.

**Facts**

* **Objective Observations**
  + Are you basing your feedback on specific, observable facts?
  + Have you avoided personal opinions or assumptions?
  + Can you provide concrete examples?

**Emotions**

* **Acknowledge Feelings**
  + Have you considered your own emotions regarding the situation?
  + Are you empathetic to how the recipient might feel?
  + Are you expressing emotions in a professional manner?

**Consequences**

* **Impact Explanation**
  + Have you clearly explained the impact of the behavior or action?
  + Do you address both positive and negative outcomes?
  + Is it clear how this affects the team, project, or organization?

**Expectations**

* **Clear Next Steps**
  + Have you outlined what changes are expected moving forward?
  + Are the expectations specific, measurable, and achievable?
  + Have you offered support or resources to help meet these expectations?

**Additional Tips:**

* **Timing and Setting**
  + Choose an appropriate time and private place for the conversation.
* **Communication Style**
  + Use clear and concise language.
  + Maintain a respectful and professional tone.
* **Follow-Up**
  + Agree on a plan for follow-up to review progress.