



TOOL: The “I” Message—A Great Feedback Tool



Key Tip!

Be as specific with positive behavior you want the person to repeat as with behavior you want changed.

When walls go up in communicating, it can be tough to break them down. Especially during a disagreement, two people can have a difficult time hearing what the other person is saying. “I” messages are particularly effective when this happens. Successful use of “I” messages helps you explain how you feel in a way that the other person is more likely to hear so they can understand how their actions affect you or others.

<p>An “I” message</p>	<ul style="list-style-type: none"> » Describes the behavior » States the impact » Contains a request <p>For example: <i>“When you interrupt me, I lose my train of thought, I feel discounted and I want you to let me finish before you answer.”</i></p>
<p>Four Components</p>	<ul style="list-style-type: none"> » The behavior » The impact » How you feel about the behavior » A request <p>Sometimes the impact and the feeling are the same. Sometimes you may not want to share the feeling if you feel the receiver doesn’t care or will use it against you.</p>
<p>Requests should...</p>	<ul style="list-style-type: none"> » Be short » Suggest a new behavior rather than stopping an old one <p>Good request: <i>“I want you to be on time”</i></p> <p>Poor request: <i>“Stop being late”</i></p>

OTHER EXAMPLES

A physician to an MA/CA

“When you helped Mrs. Wong into the exam room, telling her not to hurry, introducing yourself and telling her how much other patients like me, you modeled the service we talked about in our vision. It made me feel confident that our patients are getting roomed in a way that will

help them have a smooth visit with me. This will help us continue to be member/patient focused.”

An MA/CA to a physician

“When you correct me in front of patients, it embarrasses me and makes the patient doubt that I can help them. I appreciate the feedback and, in the future, I think it will be more effective for us if you do it in private.”