

Sandwich Technique



POSITIVE

NEGATIVE

POSITIVE

Advantages

1. Softens the negative impact that your criticism might have on the recipient.
2. Makes voicing negative feedback easier as encouraging words are usually easier to start with.
3. Ends the conversation on a positive note.

How?

First, find something positive to say about the person or their work. Second, provide constructive feedback about a specific event (i.e., avoid generalized statements such as “you don’t listen to me”). Finally, end with a word of encouragement.



Example

"I really admire your focus. You have a great ability to stick to something and not get distracted. But yesterday you got angry with me when you assumed that I knew what you were talking about. Sometimes when you focus you stop communicating. I'd like to explain myself, either now or when you are not so angry with me. I know that we can work this out together."