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## Curbstone Coaching Feedback Model

### A Balanced Approach for Collaboration, Feedback and Strengthened Accountability

As the leader, you will ask the questions. It's essential to allow space and time for the person to answer before you add anything. Listen more than you speak. (This can be awkward until you both become familiar with the approach).

In each of the 3 steps, you will ask the employee to go first. Encourage them to **describe** the **behaviors** and how they are something to continue, start or stop doing. It's important to allow privacy for the discussion and time for them to formulate their responses. Ask each question, then stop talking and listen deeply.

1. Ask, **“What did you do well?”**
  - a. Restate what they did well. Agree if you can to reinforce continuing this behavior.
  - b. **Tell them what you observed them doing well.** Be specific and tell them why it's good.
  
2. Ask, **“What could you have done differently or better?”**
  - a. Acknowledge agreement if appropriate.
  - b. **Tell them what you want/need them to do different or better.** Be specific and describe the desired behavior and why it's important.
  
3. Thank them for their candor and input. Ask, **“What do you plan to do the next time?”**
  - a. This is how you will check for understanding, empower them to make the desired changes.



**This model is a highly effective practice that improves self-awareness, builds trust and establishes the way to empowered performance improvement.**

I'd love to hear how this approach works for you.