

ALIGN FEEDBACK FRAMEWORK

Feedback. Clarity. Connection.

ALIGN is an intentional, clear and people-focused conversation model that moves people forward when giving feedback.

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Purpose of ALIGN

ALIGN is a practical framework for providing feedback that feels genuine, grounded, and respectful, even in challenging conversations. It's designed to support clear communication, build trust, and help people reflect, respond and grow, not shut down or disengage. Whether you're a seasoned leader or just stepping into management, **ALIGN enables you to** handle tricky conversations with confidence and without creating defensiveness.

The ALIGN Model

Acknowledge

(Thoughts, Feelings & Emotions)

Start by naming and acknowledging the moment and the relationship. Acknowledge effort, emotion, and that feedback takes courage on both sides.

Lead with care to open space for trust.

Example Phrases:

- "This conversation may be uncomfortable, but it's important to me that we talk about it."
- "I value our working relationship and I want us to grow through this, not around it."
- "This situation has been challenging for me, as I've felt we've been at loggerheads on this issue"

Layout

(Behaviour / Situation)

Layout what happened. No judgment, no assumptions. Just the facts.

Stay grounded in what you saw or heard, not what you felt it meant. Anchor the feedback with a clear example.

Example Phrases:

- *"During the presentation, I noticed..."*
- *"In the meeting yesterday, when you said..."*

Impact

Explain the effect the behaviour had on you, the individual or team, or the outcome. It's essential to use "I" statements to own your perspective. Avoid judgment; connect it to shared priorities or values.

Example Phrases:

- *"From my perspective, I felt that it made the presentation run over time."*
- *"This made it difficult for me to understand..."*

Gain Agreement

Invite their perspective to build shared understanding and gain agreement where possible. Listen actively and stay open, even if their view differs.

Example Phrases:

- *"Based on this feedback, does this make sense from your point of view?"*
- *"How did you see it?"*
- *"I would like to get your perspective on this?"*

Next Steps

Co-create a clear path forward, making expectations specific and confirming alignment.

Example Phrases:

- *"What steps can we take to avoid this in the future?"*
- *"How can I support you in...?"*

Why ALIGN Works

ALIGN promotes a culture of **open communication**, **trust**, and **continuous improvement**. By focusing on specific behaviours and their impact, individuals can better understand how their actions affect others, which in turn encourages them to take ownership of their development. This, in turn, creates a more engaged and productive workplace.

For more guidance, scripts and a comprehensive guide to facilitate the ALIGN Model, please contact: hello@collabbway.com.au