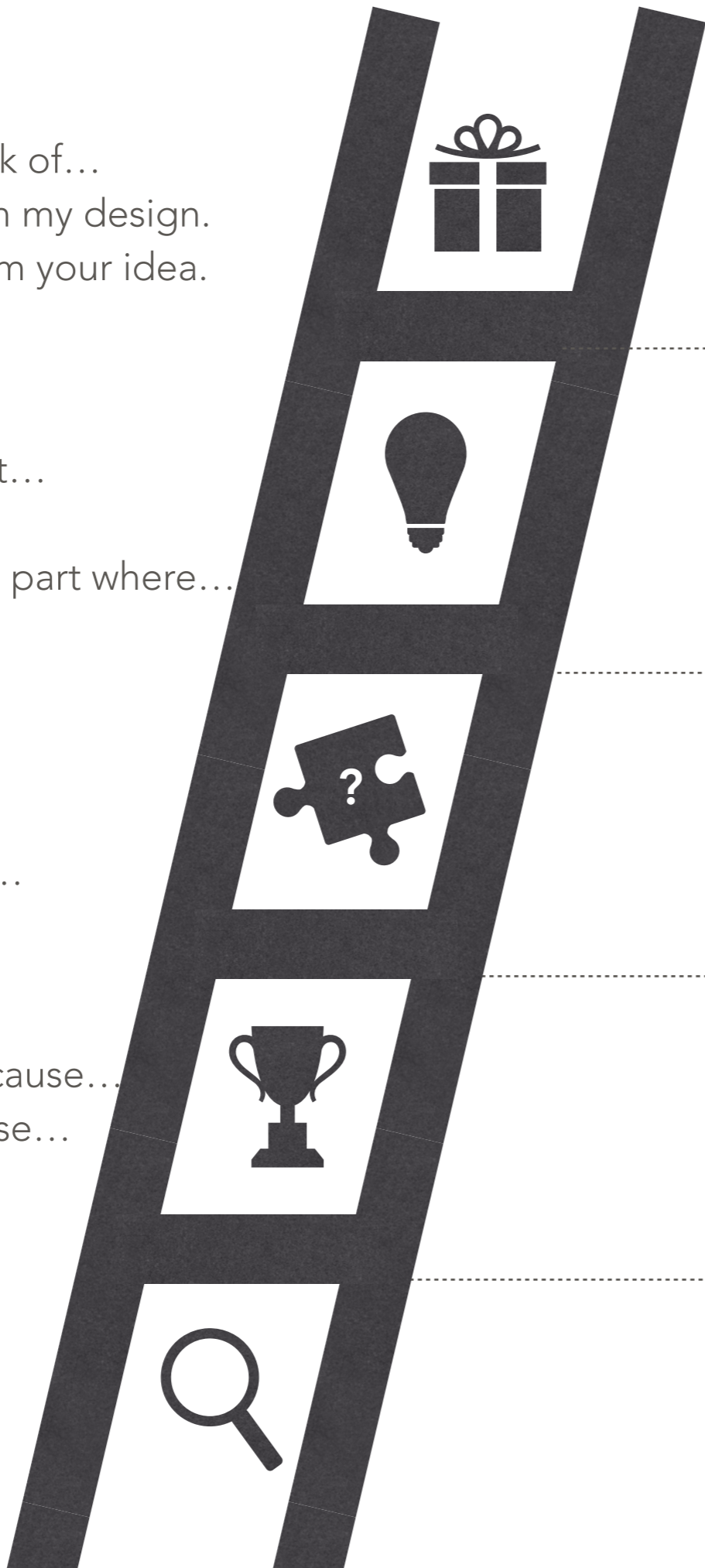


LADDER OF FEEDBACK

The original version of the Ladder of Feedback was developed by Daniel Wilson (Wilson et al., 2005).

Graphic by Sonya terBorg @terSonya



THANKS

Your idea made me think of...
I can see xxxx working in my design.
I learned about xxxx from your idea.

SUGGEST

Have you thought about...
What about adding....
Could you leave out the part where...

CONCERNS

I am wondering if...
It is possible that...
I don't understand how...
How might you...

VALUE

This part is effective because...
It is eye-catching because...
You had a great idea....

CLARIFY

What do you mean by...
Tell me more about...
How does.....work?

The Language of Mattering

| | |
|-----------------------------------------|--------------------------------------|
| I highly valued ... | I loved when you... |
| Your smiles and your... | You are a blessing ... |
| The advice you share... | I really admire your... |
| It made my day when... | You made me feel so... |
| Thank you so much for... | I am so thankful that... |
| I was impressed by your... | I felt _____, until you.... |
| What I like about you is your... | You're exactly what I needed... |
| I really appreciated when you... | You have an amazing way of... |

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