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?

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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
The Language of Mattering

I highly valued...
Your smiles and your...
The advice you share...
It made my day when...
Thank you so much for...
I was impressed by your...
What I like about you is your...
I really appreciated when you...

I loved when you...
You are a blessing...
I really admire your...
You made me feel so...
I am so thankful that...
I felt __________, until you...
You’re exactly what I needed...
You have an amazing way of...

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