

## The FEELING Model: Brain-Based Conversation Leading to New Wiring

**Facts:** Just get the facts. Get specifics around what was done compared to what was planned. Remain neutral.

**Emotions:** The next step is to ask the other person how they *feel* about what you are discussing. If they have had a good experience, you can help them deepen their wiring by focusing on the positive feelings. If they have had a difficult time, you can help them put the emotion aside to allow for a more useful conversation.



**Facts**

**Emotions**

**Encourage**

**Learning**

**Implications**

**New**

**Goal**



**Encourage:** Typically, in these conversations, you are stretching people to do things, so you need to acknowledge the work they are doing. Help them make this a positive experience by pointing out the effort and courage that enabled them to do what they did.

**Learning:** Find out what they are learning. This is the central part of the model. By identifying and focusing on new wiring, we help to make it deeper. The trick is to stay out of the detail and focus on what they got from doing the action.

**Implications:** Now they have identified their learning, what's the impact? This step is about deepening their wiring and helping them recognise even more connections.

**New goal:** An obvious next step. Once they have identified the learning and the impact of that learning, what are they going to do with it? The final part of the FEELING model is looking at what needs to be the next focus. This step can be the start of a whole new CREATE-model dialogue.