WORKSHEET + WORKED EXAMPLE

Care and Be Clear

A clear, caring opening and a plan to hear how it lands.

20 minutes | Radical Candor informed · Caring and direct feedback

Use it in three moves

1. Invite feedback about your own contribution and make it useful to give.
2. Prepare a specific concern with practical care and clear language.
3. Hear the person's account, gauge the impact, and agree what each of you will do.

Start by making room for feedback to you

Choose a real question about your own behavior. Listen and follow through before assuming others feel free to speak.

Choose a specific moment to discuss

Use observable behavior and its effect. Separate a pattern you checked from a one-off event.

Make care practical

Choose privacy, timing, and a helpful purpose. Care is not a praise sandwich or a claim about how kind you are.

Care and Be Clear

YOUR WORKING NOTES / CONTINUED

Say the concern without a character verdict

Draft one or two direct sentences. Avoid always, never, and guesses about intent.

Gauge how it lands and listen

Ask what you missed. Do not treat agreement or silence as proof that the feedback was helpful.

Agree the next step and your part

Keep the expectation clear while making support and follow-up concrete.

A question for me

What would make it difficult for this person to correct my account?

See one way through

FICTIONAL WORKED EXAMPLE / NOT THE ANSWER TO YOUR SITUATION

Start by making room for feedback to you

What do I do in review meetings that makes it harder to raise a concern? I will ask in our next 1:1 and listen without defending the meeting.

Choose a specific moment to discuss

Yesterday's handoff omitted the customer's accessibility requirement. The receiving team had to ask for it again.

Make care practical

Speak privately before the next handoff, allow time to hear their account, and offer to fix the template if the field is hard to find.

Say the concern without a character verdict

The accessibility requirement was missing from yesterday's handoff. The receiving team needs it to prepare the service. What happened from your side?

Gauge how it lands and listen

Pause for their account. Ask whether my description is accurate and what would help with the next handoff.

Agree the next step and your part

We will include the requirement in the next handoff. I will make the field visible and check the new layout with the team on Friday.

The thinking behind it

The response of the person with authority teaches everyone what honesty costs. Make a different account welcome, especially when it concerns your own behavior.

Kim Scott's Radical Candor pairs Care Personally with Challenge Directly. Its official guidance starts with receiving feedback and emphasizes gauging its impact. This independent rehearsal uses original workplace examples; it is not an official assessment or course.

Radical Candor · How to solicit feedback

Read Stop Chasing Psychological Safety by Nic Payne