



- **NAME OF THE TOOL**

- Feedback MIMO

- **DESCRIPTION OF THE TOOL**

- A method of providing feedback, feedback with MIMO. It is a way of giving effective feedback and will become a great working tool. You will give your honest opinion on what you have to evaluate and monitor the work. The acronym MIMO is made up of four fundamental phases for giving feedback: Maintain, Incorporate, Improve, and Omit.

- **OBJECTIVES OF THE TOOL**

- Please indicate at least 3 objectives:
- Objective 1. Give feedback in a truthful, concrete and, above all, useful way
- Objective 2. Provide effective feedback
- Objective 3. Avoiding damage to self-esteem by giving feedback and the possibility of generating the opportunity to broaden awareness and learning.

- **CONNECTION THE TOOL WITH THE SKILL**

Please explain the connection of this tool with the skill and how this tool help to develop the skills:

- It is a tool that consists of giving your opinion in a way that adds value, allows the person you are offering it to improve, and



something that is very important, with care, which undoubtedly will not generate any defensive or hostile position towards what you are telling them.

- **RESOURCES AND MATERIALS**

- notebook, pens

- **IMPLEMENTATION OF THE TOOL**

Explain the steps to implement the tool.

The acronym MIMO is made up of four fundamental phases for giving feedback: Maintain, Incorporate, Improve, and Omit.

- **Step 1: Maintain**

It is about offering first of all that which is of value, which is already good as it is and therefore deserves to be preserved in further actions or situations. It also offers a stable starting point for new learning or challenges.

- **Step 2: Incorporate**

In this case, the aim is to reflect those aspects that have not been present in what you are commenting on and that if they had been included would add value to the result. This helps you to incorporate them in the future. For example, you were very serious when you were talking, it would have been great if you had smiled more in your conversation. That conveys warmth and helps you to tune in better with the person.

- **Step 3: Improve**

This refers to situations that have been present, and may be valuable, and which can be modified or changed, either in quantity, frequency or quality, in order to bring more value to the outcome. For example, you asked a customer question in a sales interview (which is appropriate in itself), but you only asked two (few) and they were



very open-ended and generic, and only at the beginning (quality and frequency).

- **Step 4: Omit.**

Finally, reference is made to behaviours that have been present and yet have not contributed value to the desired result, and should therefore be eliminated or omitted for future actions. For example: picking up the phone in the middle of a performance evaluation conversation with an employee, with a client, or with a customer.

- **WHAT YOU LEARN**

Please explain what they are going to learn with the practice of the tool. What are the benefits to be gained from practising this skill?

- You will learn an exceptional method for giving effective and useful feedback. You will learn a simple and clear method for giving effective feedback. Because if you give criticism, make it useful, based on fact and not on value judgements without much content.
- You will learn to give feedback by focusing on what has actually happened. I mean address what you have seen, heard or felt. Something objective. you will learn not to fall into qualification or disqualification, choosing instead to refer to the behaviour or the outcome.
- You will learn how to give positive feedback. First list what has been done well, what has not been done so well and where there is room for improvement.