



- **NAME OF THE TOOL**
- CONTINUE-START-STOP
- **DESCRIPTION OF THE TOOL**
  - Stop, Start, Continue, is a useful framework for delivering or requesting feedback. In it, feedback is made up of things the individual should keep doing, things they should stop doing and new things they should start doing. The Stop, Start, Continue approach is a simple and useful framework that helps individuals overcome some of the challenges of both giving and receiving feedback. To use the model, simply request or provide feedback in three sections:
  - Stop: Things that are less good and which should be stopped, and
  - Start: Things which aren't currently being done but which it would be good to start doing.
  - Continue: Things that are good and which should be continued.
- **OBJECTIVES OF THE TOOL**
  - Please indicate at least 3 objectives:
  - Objective 1. Makes feedback a habit
  - Objective 2. Promotes self-awareness
  - Objective 3. Increases the level of confidence



### ● **CONNECTION THE TOOL WITH THE SKILL**

Please explain the connection of this tool with the skill and how this tool helps to develop the skills.

- Whether you are a leader of a billion-dollar corporation or a small to medium sized business owner, a great tool for FEEDBACK is the "Start, Stop, Continue" process. It seems so simple; however, many don't take the time to ask themselves these three basic questions: "When it comes to the leadership of your team, what should they "start" doing that they are not currently doing? What should they "stop" doing that is hurting the team? And, what do you see that they are doing well and should 'keep' doing?".  
If there is a level of trust in the relationships, the answers to these questions can be very powerful.

### ● **RESOURCES AND MATERIALS**

Indicate the material needed to carry out this tool.

- Sheets of paper, pens.
- Post-it notes

### ● **IMPLEMENTATION OF THE TOOL**

Explain the steps to implement the tool.

While the tool is stated in the context of a leader and their team, this process can be used nearly anywhere.

- Give each person a sheet of paper with their name at the top and divide it into three sections.
  - Stop: Things that are less good and which should be stopped, and
  - Start: Things which aren't currently being done but which it would be good to start doing.



- Continue: Things that are good and which should be continued.
- Start by getting your team to write on a post-it notes all the things they think are awesome about each other - the "Continue" part of the exercise. By presenting a round of praise first, you start on a positive note and encourage easier conversations so that everyone gets used to evaluating each other.
- Once everyone has relaxed into the session, extend the Start Stop Continue exercise. They pass it to the left and people write something for each of the three categories. This goes round the table and finally back to the original person.
- At this point, I ask if someone is prepared to share what they have written by giving that feedback face to face. This makes the effects of Start Stop Continue more deeply, generating trust, honesty and psychological safety. It is like deepening a muscle stretch when doing yoga.

How often should you do Stop Start Continue?

Use Start Stop Continue at least every six months. If not quarterly. The more regularly you do it, the more benefits you will see.

### ● **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?

- This is a very simple but effective tool to give feedback on a project or behaviours. Basically, it is about assessing positive aspects to maintain (continue), things to start doing (start) and behaviours to stop (stop).
- The advantage of this approach is that, by thinking about each of these 3 points of view, it forces us to think about both the positive

# TRAINING TOOL

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things and the areas for improvement, thus generating more objective and balanced feedback.