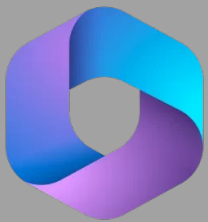


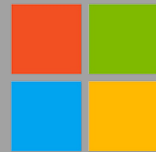
RESOURCES

AUGUST 2025

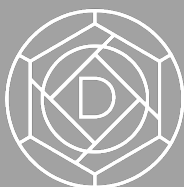
Mindful Momentum Scaling a Speak-Up Culture at Microsoft



Microsoft 365



Microsoft



dream life out loud

INFO@DREAMLIFEOUTLOUD.COM | (206) 338-6688

WWW.DREAMLIFEOUTLOUD.COM

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GREETINGS FROM DANIELLE

Founder, Dream Life Out Loud, PLLC

Greetings Microsoft Manager!

Giving and receiving feedback isn't about memorizing lines — it's about having a toolkit you can reach for when the moment is tense, the clock is ticking, or the room is quiet. Under pressure, it's easy to freeze, soften, or avoid feedback altogether. This script bank is here to help you stay grounded and clear.

These aren't abstract phrases; they're practical, tactical sentences you can borrow, adapt, and make your own. Each one is designed to model curiosity, build trust, and keep the door open — even when you can't act right away. Think of this as your "cheat sheet for hard moments" that helps you lead with both candor and care.

How to use it

This packet contains a set of practical frameworks and tools designed to help managers lead conversations with clarity, curiosity, and confidence. Each page introduces a tool or framework, explains why it works, and gives you step-by-step guidance, prompts, and scenarios to practice with your team.

- In the moment:** Pull out the right tool when feedback feels hard, when a strong voice takes over, or when pace and pressure crowd out reflection.
- For practice:** Use the sample scripts and prompts to rehearse before trying with your team.
- As a manager's playbook:** Keep this as a reference — one page per tool, organized by scenario.

Thank you again for allowing me to join you. I look forward to the opportunity to work with you all in the future.

With joy,

Manager's Speak-Up Playbook (with Instructions)

Tool / Framework	What It Is	Why It Works (Psych Safety Tie)	When to Use (Scenario)	Sample Script / Prompt	How to Use
SBI (Situation–Behavior–Impact)	A structured feedback method: describe the context, the behavior, and its effect.	Keeps feedback factual, removes judgment, reduces defensiveness.	Giving feedback that could be sensitive or corrective.	"In yesterday's meeting (Situation), you cut in while Sarah was speaking (Behavior). It made it hard for her to share her ideas (Impact)."	Name the context, state only observed behavior, describe effect. Pause after impact to allow dialogue.
5Rs Framework	Receive, Repeat, Reflect, Respond, Revisit. A structured way to receive feedback.	Shows you heard the feedback, builds trust.	When a manager is receiving upward or peer feedback.	"What I hear you saying is... (Repeat). That matters because... (Reflect)."	Listen fully, summarize back, reflect meaning, state next step, and circle back later.
Feedforward	Future-oriented suggestions instead of past mistakes.	Lowers defensiveness, feels more actionable.	Coaching, developing, or redirecting without discouraging.	"Next time, one thing that could make this stronger is..."	Ask for or give ideas about future improvement only — avoid rehashing the past.
Round-Robin / First Word–Last Word	Everyone speaks once before open debate.	Balances airtime, ensures quieter voices are heard.	Meetings dominated by strong voices.	"Let's go around once before open discussion — one thought each."	State rule up front, go around the group, then open floor for discussion.
Parking Lot / Capture Board	Write down strong opinions without derailing.	Acknowledges input, but keeps flow on track.	Managing dominant voices with urgency or tangents.	"That's valuable — let's capture it here and circle back if time."	Visually log input on a board/doc, then move agenda forward. Revisit if time permits.
15% Solutions	Ask for small, doable actions within current resources.	Creates momentum, lowers overwhelm.	No time to slow down, need quick brainstorm.	"What's one thing we could do right now with what we have?"	Frame brainstorm as "small wins." Capture and commit to next step.
Dot Voting / Prioritization Matrix	Fast group decision-making on many ideas.	Builds shared ownership, speeds alignment.	Under deadline pressure when many ideas compete.	"Everyone, dot-vote on top 2 ideas to move forward today."	Display all ideas, give each person limited votes, tally results, and move forward.
Motivational Interviewing Light	Open-ended questions that invite self-reflection.	Reduces resistance, increases buy-in.	When employees refuse or resist feedback.	"What do you think might happen if nothing changes?"	Use open-ended "what"/"how" questions, reflect back answers, avoid lecturing.

Manager's Speak-Up Playbook (with Instructions)

Tool / Framework	What It Is	Why It Works (Psych Safety Tie)	When to Use (Scenario)	Sample Script / Prompt	How to Use
Expectation Anchoring	Tie feedback back to role expectations, goals, or customer impact.	Removes subjectivity, makes it about standards not personal.	Feedback conversations where employee disagrees.	"Our goal is X, and here's how this gap impacts that outcome."	Link feedback to shared goals/metrics; shift from personal to organizational need.
Silent Brainstorm / 1-2-4-All	Private reflection → pair share → group share.	Creates space for internal processors.	Team discussions where quieter voices disappear.	"Take 2 min to jot ideas silently, then pair up to share."	Timebox silent work, pair up for sharing, then expand to group.
Anonymous Input Tools	Tools like Mentimeter, Forms, or surveys.	Lowers risk, increases candor.	Collecting feedback in sensitive climates.	"Drop your input in the survey — it's anonymous."	Share link or code, collect input, debrief themes with team.
Micro-Feedback Moments	+1 / Delta (what worked, what to adjust) at end of meetings.	Normalizes quick feedback loops.	Teams with no time for full retros.	"Before we close, one thing that worked and one tweak for next time?"	Reserve 2–3 mins, capture quick wins and adjustments, apply next meeting.
Feedback Calendar Cue	Add recurring check-ins into existing rhythms.	Embeds feedback as a habit, not an event.	Busy teams that forget feedback until problems escalate.	"Let's keep this as a 5-min standing retro every Friday."	Place regular short slots on calendar to normalize feedback cadence.
Start–Stop–Continue	Simple structure for inviting feedback.	Makes feedback specific and non-threatening.	Managers unsure how to invite feedback naturally.	"What's one thing I should start, stop, and continue as your manager?"	Prompt team for three inputs, listen, and commit to one visible adjustment.

FEEDBACK FRAMWORKS

Feedback is the oxygen of growth – but it only works when it’s clear, balanced, and safe. These frameworks help managers give feedback that’s specific and actionable while receiving feedback in ways that reduce defensiveness and build trust. They’re most useful when tension is high, stakes feel personal, or you want to encourage continuous improvement without damaging relationships.

SBI (Situation–Behavior–Impact)

A structured feedback method: describe the context, the behavior, and its effect.

Name the context, state only observed behavior, describe effect. Pause after impact to allow dialogue.

Why SBI Works Overall

Neutralizes defensiveness: It’s about behavior, not character.

Clarity: Anchors feedback in real examples, not generalities.

Actionable: The person knows exactly what happened and why it matters, making change possible.

Why it works?

Keeps feedback factual, removes judgment, reduces defensiveness.

When to Use (Scenario)

Giving feedback that could be sensitive or corrective.

Sample Script / Prompt

“In yesterday’s meeting (Situation), you cut in while Sarah was speaking (Behavior). It made it hard for her to share her ideas (Impact).”

Situation – What was happening? (Context)

Behavior – What did you observe? (Facts, not judgments)

Impact – What was the effect? (On you, team, results)

FEEDBACK FRAMEWORKS

5Rs (Receive, Repeat, Reflect, Respond, Revisit)

Receive, Repeat, Reflect, Respond, Revisit. A structured way to receive feedback. Listen fully, summarize back, reflect meaning, state next step, and circle back later.

How it supports psychological safety:

Gives managers a pause button so reactions don't derail safety. Models how to receive feedback openly; builds trust.

Why it works?

Shows you heard the feedback, builds trust.

When to Use (Scenario)

When a manager is receiving upward or peer feedback.

Sample Script / Prompt

"What I hear you saying is... (Repeat). That matters because... (Reflect)."

Recognize – Spot the moment.

Reflect – Pause and think about what's needed.

Reframe – Deliver with constructive intent.

Request – Be specific about change.

Review – Follow up, don't drop it.

FEEDBACK FRAMEWORKS

Feedforward

Focuses on future improvements instead of past mistakes. Focus less on what went wrong, more on what to do next time.

How it supports psychological safety:
Keeps the tone forward-looking and collaborative.

Good for: high-stress orgs where constant critique feels heavy – turns feedback into a growth lens.

Why it works?

Lowers defensiveness, feels more actionable.

When to Use (Scenario)

Coaching, developing, or redirecting without discouraging.

Sample Script / Prompt

"Next time, one thing that could make this stronger is..."

Future-focused, actionable, lowers defensiveness.

Manager Script Bank

Scenario	Script Examples (Tactical Phrases)
Silent Meeting (you ask for feedback, crickets)	<ul style="list-style-type: none"> • "I notice it's quiet – let's take 30 seconds to write down a thought before sharing." • "If you had to poke one hole in this, what would it be?" • "Let's go around quickly – one insight or concern from each of you."
Disagreeable Suggestion (good idea, can't implement)	<ul style="list-style-type: none"> • "I appreciate the thought here – we're not moving on this right now, but tell me what risk you see if we don't." • "That's not feasible at this moment, but the fact you raised it tells me we need to keep an eye on this space." • "I'm parking this idea – not a 'no,' just a 'not yet.'"
Sharp Surprise (you hear you're "unapproachable")	<ul style="list-style-type: none"> • "Thank you for telling me – that's not how I want to show up. Can you share a moment when that felt true?" • "I may not see myself that way, but perception matters. I'll reflect on this and come back." • "That's hard to hear, but it's valuable. What would make me feel more approachable to you?"
Tight Deadlines (pressure makes feedback feel like a slowdown)	<ul style="list-style-type: none"> • "I want to hear this – can you give me the 1-minute version now, and let's set a follow-up to unpack?" • "We're under the gun, but your input matters. What's the biggest risk if we miss your point?" • "I can't act on this today, but I want it documented – can you drop it in the team chat so we don't lose it?"
General Feedback Moments (ongoing culture building)	<ul style="list-style-type: none"> • "What's one thing we should stop, start, or continue?" • "Tell me one thing I don't want to hear but need to." • "How am I making it easier – or harder – for you to do your best work?"



Thank You!

Meet Your Facilitator

Danielle Jenkins Henry, LMFTA Danielle Jenkins Henry is an award-winning marriage & family therapist associate, corporate wellness consultant, adjunct professor, empowerment coach and speaker, and the visionary CEO/Founder of Dream Life Out Loud, PLLC. She provides mental health and wellness services with a focus on supporting women and individuals from diverse backgrounds, empowering them to break free from both internal and external forms of oppression, thereby facilitating transformative life changes.

As a former 6-year global marketing executive at Microsoft, Danielle leverages her experiences in the tech industry to advocate for wellness tailored to people experiencing unique symptoms resulting from our face-paced productivity culture. Her mission is to amplify the voices of those who feel disempowered, advocate for liberation from internal oppressive thinking, and challenge everyone to live with joy as a birthright.

Testimonials



Kisa Nishimoto, The Riveter, Regional Director of Events: In sharing your story, you didn't shy away from being vulnerable and acknowledging the defeat/depression you felt. I think this courage to share your truth helped you connect with the audience in ways that others may not have achieved. If you want authenticity, professionalism and inspiration to take action, work with Danielle Henry.



Lara Dalch, Women on the Rise Podcast: Danielle has a wonderful balance of centering energy and "move things forward" energy. Both are so necessary for navigating change in life – if you want your audience to understand the importance of that balancing act, Danielle is your person.



dream life out loud
Psychotherapy | Coaching | Consulting



CONSULTING & WELLNESS WORKSHOPS

Workplace wellness is a comprehensive approach to improving the physical, mental, and emotional health of employees within an organization. Key topics in workplace wellness include stress management, mindfulness, and strategies to combat burnout—essential for maintaining productivity and morale in high-pressure environments.

Additionally, workplace wellness programs often address the importance of work-life balance, the role of nutrition and exercise in overall well-being, and the creation of a supportive and inclusive work culture. These initiatives are not only aimed at improving employee health but also at enhancing engagement and fostering a more resilient and productive workforce.

SIGNATURE WORKSHOP TOPICS

Keynotes & Talks | Workshops & Seminars | Podcasts | Panel Discussions Facilitator/Moderator

Mental Health Stigma *Workplace Edition*

Examines stigma and how it serves to maintain oppression.

Imposter Syndrome

Adaptive strategies and tools for overcoming limiting beliefs.

Burnout

Tools to identify symptoms of burnout and preventative practices to manage stress.

Productivity Culture

Explores tools and adaptive coping strategies to mitigate burnout.

Microaggressions in the Workplace

Explores types and symptoms resulting from microaggressions.

Decolonizing Mental Health

Training seminars to dismantle colonized approaches in therapy.

Brave Spaces > Safe Spaces

Explores bravery, safety, and where implications of safety fall short.

Psychological Safety & Emotional Regulation

Tools to modulate emotions with effectiveness.

Workplace Boundaries

Participants will learn tools to establish workplace boundaries.



OTHER WELLNESS SERVICES

Team Wellness: Salt Bar
Conference Keynotes
Research Presentation

ERG Support Services
Support Group Facilitation
Mindfulness Hikes

Inquire about our custom workbook component.

