# **TRELYSS**

## **COIN FRAMEWORK**

#### **Prompt**

When and where did this happen? What was the situation?

Anchor the feedback in a clear situation, avoid confusion

#### **Prompt**

What did you specifically see or hear the person do? (Only facts, no judgments)

Keep it objective and behaviorbased; prevent emotional bias

**Observation** 

**Next Steps** 

### **Impact**

**Context** 

Help the receiver understand the real consequences (positive or negative)

What was the effect of this behavior — on the task, the team, or the client?

**Prompt** 

Encourage change,
improvement, or
reinforcement – make it
actionable and forwardfocused

What should happen next?
How can this be improved or reinforced in the future?

**Prompt** 

#### **Benefits**

- Quick & Practical
- Promotes Constructive Culture
- Useful for All Feedback Types
- Builds Emotional Intelligence
- Repeatable Across Roles

#### Other Notes: