

Genie in the Bottle

A Magical Approach to Professional Feedback in Treatment Centers

Napier Models · Modules

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Part 1 · Overview

Genie in the Bottle

A Magical Approach to Professional Feedback in Treatment Centers

This creative workshop uses the 'three wishes' metaphor to help team members give and receive feedback in a supportive, non-threatening way. Participants learn to articulate what they need from colleagues and offer constructive suggestions.

1.5-2 hours

Learning Objectives

- Give feedback using positive, aspirational framing
- Receive feedback without defensiveness
- Articulate professional needs clearly
- Offer constructive suggestions supportively
- Build a culture of continuous improvement

Key Topics Covered

Feedback Skills

Professional Development

Communication

Growth Mindset

Constructive Criticism

Peer Support

Aspirational Thinking

Intended Audience

- Teams seeking to improve feedback culture
- Supervisors developing feedback skills
- Organizations implementing peer review
- Staff uncomfortable with direct feedback
- Teams building continuous improvement practices

Prerequisites

- Basic psychological safety established
- Commitment to professional growth
- Understanding that feedback serves development

Part 2 · Worksheet

Grant Yourself Three Wishes for Professional Growth

Imagine having a genie who could gather honest, helpful feedback about your professional strengths and growth areas from 10 colleagues—all while you maintain control over what questions are asked and complete confidentiality is preserved. That's the magic of the Genie in the Bottle feedback process.

Safe & Controlled

You decide what feedback you want by crafting your own questions

Confidential

Interviewers gather anonymous responses from colleagues

Comprehensive

Receive perspectives from 10 different team members

Reciprocal

Everyone participates equally, reducing vulnerability

Why This Works in Treatment Centers

In our field, we often struggle with asking for feedback due to:

- Fear of judgment from colleagues
- Concern about information being used against us
- Worry about appearing incompetent
- Professional boundaries and hierarchies

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Preparation Phase

Building trust and understanding the process

Setting the Stage for Success

Before diving into the main activity, it's important to create psychological safety and clear understanding.

Pre-Activity Checklist

Group of 10-40 staff members assembled

3-4 hours allocated for full process

Private spaces available for interviews

Materials ready (paper, pens, handouts)

Confidentiality agreements discussed

30-45 minutes for preparation

Phase I: Crafting Your Three Wishes

Develop questions that will yield meaningful feedback

Your Three Questions for the Genie

Think carefully about what feedback would be most helpful for your professional growth.

Question 1: Focus on Strengths or First Impressions

Example: What three words best describe my approach to client care?

Question 2: Target Specific Skills or Behaviors

Example: What are three ways I could improve my crisis intervention skills?

Question 3: Explore Growth Areas or Blind Spots

Example: What impact do I have on team morale that I might not be aware of?

Example Questions for Treatment Center Staff

- → What three qualities make me effective in working with clients in early recovery?
- → How could I better support my colleagues during stressful shifts?
- → What behaviors might undermine my credibility with clients or families?
- → In what ways do I demonstrate cultural competence, and where could I improve?
- → How effective am I at maintaining professional boundaries? Please give examples.
- → What three things could I do to be a better team player?
- → How do I handle conflict with colleagues? What works and what doesn't?
- → What's one piece of advice you'd give me to advance in my career?
- → How well do I manage stress and prevent burnout? What signs do you see?
- → What aspects of my documentation or case notes could be improved?

20-30 minutes for question development

Phase II: Refining & Selecting Interviewees

Finalize questions and choose who to interview

Question Review Process

In groups of 3, share your questions and help each other:

- Clarify any confusing wording
- Ensure questions will yield actionable feedback
- Check that questions aren't too threatening or vague
- Confirm each question targets different information

Select Your 10 Interviewees

Choose colleagues who will provide honest, constructive feedback. Consider including peers, supervisors, mentees, and staff from different shifts.

30-45 minutes for refinement and selection

Phase III: Conducting the Interviews

Genies gather feedback from selected colleagues

Interview Guidelines for Genies

- Keep interviews brief (5-8 minutes each)
- Ask all three questions in order
- Request specific examples when possible
- Don't reveal who you're gathering feedback for
- Take notes without recording names
- Remain neutral—don't agree or disagree
- Thank each person for their honest input

Interview Script Template

"Hi [Name], I'm gathering anonymous feedback for a colleague as part of our professional development exercise. I have three questions about a team member, and your responses will be shared anonymously. This should only take 5-8 minutes. Are you willing to help?"

Interview Progress Tracker

Interviewed at least 8 out of 10 selected colleagues

Gathered specific examples where relevant

Maintained confidentiality throughout

Organized notes by question (not by respondent)

60-90 minutes for all interviews

Phase IV: Interpreting the Data

Organize feedback into meaningful patterns

Three Rules for Data Interpretation

- Digestible Portions: Share only 4-5 key pieces of feedback

- Verbal Delivery: Present the feedback verbally, not in written form
- Use Examples: Support patterns with specific examples

Organize Your Findings

Truths

Clear patterns that emerged across multiple interviews.

Example: 7 out of 10 people mentioned your exceptional ability to de-escalate crisis situations...

Trends

Patterns mentioned by 4-5 people suggesting areas of strength or needed development.

Example: Several colleagues noted that you seem overwhelmed lately...

Unique Ideas

Insightful observations from just one or two people that could be valuable.

Example: One person suggested you have untapped leadership potential...

20-30 minutes for data organization

Phase V: Receiving Your Three Wishes

Get feedback from your genie and process its meaning

Guidelines for Receiving Feedback

- Listen without defending or explaining
- Ask clarifying questions only
- Take notes on what resonates
- Thank your genie for their effort
- Remember: This is a gift of multiple perspectives

Processing Your Feedback

What feedback confirmed what you already knew about yourself?

This validates my understanding that...

What feedback surprised you or revealed blind spots?

I had no idea that...

What specific actions will you take based on this feedback?

Starting next week, I will...

What support do you need to make these changes?

I could benefit from...

10-15 minutes per person for feedback delivery

Phase VI: Group Debrief

Share insights and commit to growth

Closing Circle Questions

- What was it like to craft questions for yourself?
- How did it feel to be someone's genie?
- What did you learn about giving and receiving feedback?
- How might this change team communication going forward?
- What's one commitment you're making based on today?

Team Insights & Commitments

Key Learnings as a Team

What themes emerged about our team's communication patterns, strengths, and growth areas?

Commitments to Each Other

How will we support each other's growth? What new norms might we establish?

Follow-Up Actions

Schedule a check-in meeting in 30 days

Share one commitment with supervisor or mentor

Identify an accountability partner

Document key insights for future reference

30-45 minutes for group debrief

Alternative: The Beehive (Faster Version)

When time is limited, try this 2.5-hour streamlined version:

- Question Development: Provide a list of pre-written questions to choose from
- Fewer Interviews: Each person selects only 5 colleagues
- Structured Format: Use a simple form for recording responses
- Quick Synthesis: Focus on top 3 insights rather than detailed categorization
- Brief Debrief: 15-minute closing circle for key takeaways

Printable Handouts

Handout 1: How to Conduct a Successful Interview

Your goal is to get information that will be helpful.

Nonverbal Style: Look at the person, face them. Be interested in their reply. Focus on the person you are interviewing regardless of distractions.

Interviewing Style: Greet the person. Name the person you are getting data on. Indicate they want information, from the respondent's experience, on these three questions.

Recording Style: Put one question at the top of the page and record all responses under it. Do not list the names of respondents.

Handout 2: Interpreting and Organizing the Data

Three overriding rules:

- Only provide 4-5 useful pieces of feedback
- Present the data verbally, not in written form
- Use examples to clarify what is being said

Organizing Framework:

- A Truth: A pattern that literally leaps off the page
- A Trend: Pattern from 4-5 individuals
- A Unique Idea: Said by only one person but seems useful

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