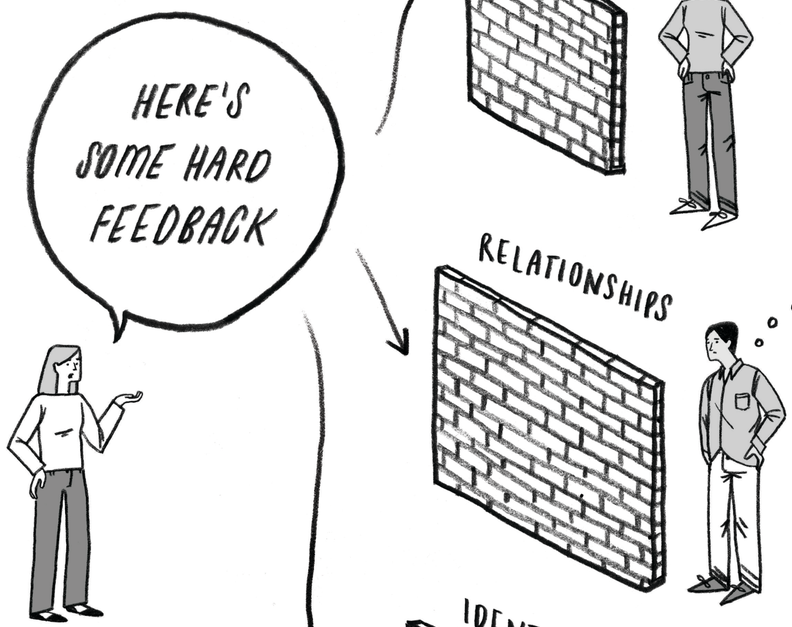
RECEIVING FEEDBACK

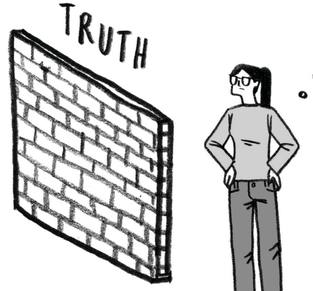
OBJECTIONS

LEARNING RESPONSE

QUESTIONS TO ASK



TRUTH



"THAT'S WRONG OR INACCURATE!"
"THAT'S NOT HELPFUL!"
"THAT'S NOT ME!"

FIRST, UNDERSTAND. SHIFT FROM "THAT'S WRONG" TO "TELL ME MORE."

ASSUME THE GIVER HAS DATA THAT WE DON'T, AND THEIR INTERPRETATIONS ARE NOT THE SAME AS OURS.

SEE OUR BLIND SPOTS.

WE MAY NOT BE AWARE OF THE IMPACTS WE'RE HAVING.

- CAN YOU GIVE ME AN EXAMPLE?
- WHAT DID THAT MEAN TO YOU?
- WHAT ARE YOU WORRIED ABOUT?
- WHAT MIGHT I NOT UNDERSTAND?
- HOW DID THIS IMPACT YOU?

RELATIONSHIPS

"AFTER ALL I'VE/WE'VE DONE FOR YOU!?"
"WHO ARE YOU TO SAY?"
"YOU'RE THE PROBLEM, NOT ME/US"

SEPARATE WE FROM WHAT.

REMEMBER AND CLARIFY THE ORIGINAL FEEDBACK, AND DISENTANGLE AND ADDRESS RELATIONSHIP ISSUES SEPARATELY.

IDENTIFY THE RELATIONSHIP SYSTEM

BETWEEN US, AND WAYS WE ARE EACH CONTRIBUTING TO THE ISSUES.

- WHAT IS MOST UPSETTING TO YOU AND WHY?
- WHAT AM I CONTRIBUTING TO THE PROBLEM BETWEEN US?
- HELP ME UNDERSTAND YOUR FEEDBACK.

IDENTITY

"I SCREWED UP EVERYTHING"
"I'M DOOMED"
"I'M NOT A BAD PERSON - AM I?"

LEARN HOW WIRING AFFECTS HOW WE HEAR FEEDBACK

INDIVIDUALS VARY WIDELY IN THEIR RESPONSE TO FEEDBACK, LOOK FOR EXTREME REACTIONS AND WORK TO CORRECT DISTORTED THINKING AND REGAIN BALANCE. CULTIVATE A GROWTH IDENTITY.

- CAN YOU HELP ME GET PERSPECTIVE ON YOUR FEEDBACK?
- WHAT COULD I/WE CHANGE THAT WOULD MATTER MOST?
- WHAT COULD I DO THAT WOULD HELP ME IMPROVE?

WHAT IS GETTING IN THE WAY

WHAT TO DO ABOUT IT

PEER POSITIVE INITIATIVE

ADAPTED FROM "THANKS FOR THE FEEDBACK" BY DOUGLAS STONE AND SHEILA HEEN