

Reflections On Feedback Conversations

Part 2: Receiving Feedback Constructively



Exercise 1: One Thing

Please pause the video and take 10 minutes to reflect on the questions below. When you are finished, please resume the video.

1. What is one thing that would make it easier for you to receive feedback constructively?

2. Is your "one thing" something over which you have control? If not, can you identify a "one thing" that is within your control? For example, you might receive feedback more constructively if the GIVER uses a quiet, calm tone. That, however, may not be within your control. What IS within your control is whether you can put yourself in a mindset that allows you to hear the helpful bits of feedback, despite a loud, amped up tone.

3. For those things that feel outside of your control, what else can you do? For example, if your "one thing" is that it would make it easier for you to receive feedback if your leader let you know in advance that the conversation would be happening, what could you say or do to make it more likely that your leader would let you know in advance?



Exercise 2: Truth Triggers

Please pause the video and take 10 minutes to reflect on the questions below. When you are finished, please resume the video.

1. A time when you had (or experienced someone else having) a truth trigger. If you can't think of a workplace example, you can use one from another aspect of your life.

- 2. How might these tips have helped you navigate that situation more constructively? Write down anything you would have done differently if you had been thinking about each of these tips.
 - Consider what is fact versus your interpretation or assumption(s) (remember the FIRE Box)
 - ❖ Shift from "wrong spotting" to looking for what can help you in the feedback
 - Get curious (not furious) about why the giver sees things differently than you do, and ask a curious question.



Exercise 3: Relationship Triggers

Please pause the video and take 10 minutes to reflect on the questions below. When you are finished, please resume the video.

1. A time when you had (or experienced someone else having) a relationship trigger. If you can't think of a workplace example, you can use one from another aspect of your life.

- 2. How might these tips have helped you navigate that situation more constructively?
 - Fleshing out the who from the what
 - Identifying switchtracking and creating space for both conversations
 - Asking, "If my best friend were giving me this feedback, would I have a different response?"



Exercise 4: Identity Triggers

Please pause the video and take 10 minutes to reflect on the questions below. When you are finished, please resume the video.

1. A time when you had (or experienced someone else having) an identity trigger. If you can't think of a workplace example, you can use one from another aspect of your life.

- 2. How might these tips have helped you navigate that situation more constructively?
 - Reframing and right sizing your interpretation (remember, it is not pervasive, permanent or personal)
 - ❖ Ask yourself, "How can this make me better?"
 - Imagine you need to deliver the same feedback to someone else. How would you expect them to react/respond?



Exercise 5: ACTION

Please pause the video and write down three action steps you can commit to taking in the next day, week and month to enhance how you give and how you receive feedback. Flesh out your plan as much as you can before this session ends. The more detail you include, the better prepared you will be to successfully navigate these action steps!

1.	Action Step One:		
2.	Action Step Two:		
3.	Action Step Three:		