

Giving and Receiving Feedback

We receive feedback (any information you get about yourself) every day of our lives which is essential for personal and professional development and we have the opportunity (if we choose) to receive the feedback as a “gift” to learn what we do well and how we might improve. To give feedback, be mindful that there are three different types of feedback and state which type you are providing: Appreciation, Coaching or Evaluation. Some “giving” feedback tips include being mindful of timing, identifying a private place to have effective communication and providing time to process the feedback.



Types of Feedback	Purpose of Feedback
Appreciation	To acknowledge, connect, motivate, thank
Coaching	To help receiver expand knowledge, sharpen skill, improve capability, or To share feelings or address a challenge in the relationship
Evaluation	To rate or rank against a set of standards, to align expectations

Adapted from Stone, D. and Heen, S. *Thanks for the feedback. The science and art of receiving feedback well (even when it is off base, unfair, poorly delivered, and, frankly, you're not in the mood)*. New York, NY: Penguin Group, 2014.

Receiving Feedback

The key variable in your own growth is you. How do you receive feedback? Learning about ourselves can be painful. Receiving feedback can be difficult when we want to be accepted, yet we want to learn.

Learn to know your “triggers” and emotional responses when you receive feedback to help you manage your emotions and engage in more inquiry about the feedback to increase your understanding of the message to make improvements.



Truth Triggers	The conversation in my head... "That is wrong." "You don't know what you are talking about!"	I might... • Shift from "That is wrong" to "Tell me more" • Look for your blind spots
Relationship Triggers	The conversation in my head... "After all I've done for you!" "Who are you to say that?" "You are the problem, not me!"	I might... • Separate person from the content • What are we each contributing?
Identity Triggers	The conversation in my head... "I screw up everything" "I'm hopeless" "I'm not a bad person - or am I?"	I might... • Reflect on why I react based on my life story • Dismantle the distortion • Right-size the feedback • Turn into a learning opportunity