

The Art of Giving & Receiving Feedback





BRIGHT THREADS™

LEADERSHIP GROUP

Developing leaders who make the work and the workplace better.

With a partner ...

Why do we avoid giving feedback?



Feedback vs. Criticism

Criticism

Focused on what we don't want

Focused on the past

Focused on weaknesses

Deflates

You are the problem

Feedback

Focused on what we do want

Focused on the future

Focused on building up strengths

Inspires

We can make this better

**What does our failure to give
feedback cost us?**



The conversation is the relationship ...

Susan Scott, Fierce Conversations



Interview a partner ...

Share a story about a time someone gave you feedback well.

- What was it about you that made this possible?
- What was it about the other person?
- What are the principles of giving good feedback?



Good feedback is ...

- Small
- Early
- Task related (whenever possible)



Thanks to J Smooth's TEDx talk
for this metaphor

C content

P pattern

R relationship





**Record a few opportunities
to give feedback in the
coming week.**



Every
complaint is an
unexpressed
wish for the
future.



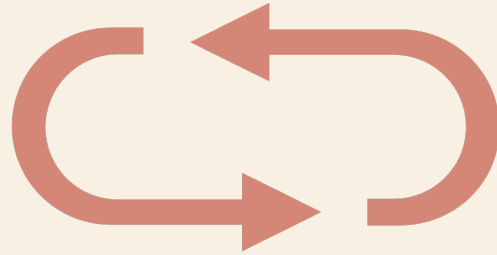
**A tool for giving
feedback that
defeats
defensiveness**





Find it

Name the problem or concern.



Flip it

Flip it from what you don't want to what you do want.



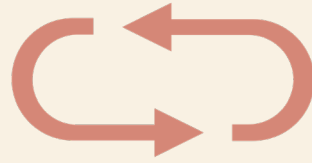
Elevate it

Connect to personal or organizational priorities





Problem
Find it



Desired State
Flip it



Link to
Personal &
Org
Purpose
Elevate it

Anna always
arrives late.

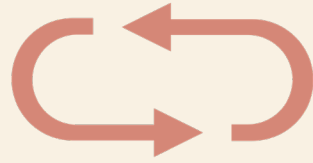
We want her
to arrive on
time.

Anna gains
trust and
influence and
helps her
team meet
end of month
goals



Problem
Find it

Corey, some of us heard your tone as harsh in that meeting.



Desired State
Flip it

We want to speak with respect and for everyone to feel safe.

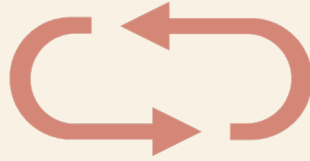


Link to
Personal &
Org
Purpose
Elevate it

When you moderate your tone, you'll be heard better and have the impact you want. And our work won't get sidetracked.



Problem
Find it



Desired State
Flip it



Link to
Personal &
Org
Purpose
Elevate it

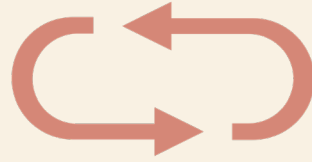
Bob, you're a
bottleneck.

I want you to
get your
deliverables
to me on time
or early.

I feel respected
and at ease, it
strengthens our
relationship,
and it helps us
deliver
excellence.



Problem
Find it



Desired State
Flip it



Link to
Personal &
Org
Purpose
Elevate it

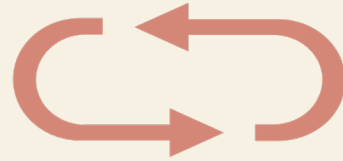
Article for
sharing:



Giving Feedback Up



Link to
Personal &
Org
Purpose
Elevate it



Desired State
Flip it



Problem
Find it

Four Types of Feedback



Correction
Feedback

Self-
Awareness
Feedback

Strengths
Feedback

Next Level
Feedback

Article for
sharing:



Receiving Feedback



**Do we have to
keep all the
feedback we
receive?**

**When you incorporate all
the feedback from every
critique.**



Nothing will silence an organization faster than receiving feedback poorly.



Karpman's Drama Triangle

Hero

Villain

Victim



Victim Language

- Can you believe we have to do this ...
- The idiots at [HQ, marketing, finance, etc.] ...
- The higher ups are so out of touch with _____.
- I can't show up differently until she changes.
- Someone tell me what to do.
- It's all his fault.

The Empowerment Dynamic

Coach

Challenger

Creator



What are the steps of receiving feedback well?

Imagine a colleague asks you for advice—how would you define what it means to receive feedback well?



Receiving Feedback Well

1. Practice “the pause.”
2. Listen to understand, not to defend.
3. Ask a clarifying question.
4. Thank and share appreciation.
5. Decide what you want to do with it and follow up.

Q&A





How do you want to use today's content? How could you improve your team or organization's readiness to engage with feedback?

WOOP Your Intentions



Wish

- **What you want to happen**
- “I want to improve our team’s readiness for feedback.”



Opportunity

- **How you could make this happen**
- “I will share the articles and hold a discussion.”



Obstacle

- **What might keep this from happening.**
- “Busyness—I might get busy and be distracted.”



Plan

- **How you’ll overcome the obstacle.**
- “So, I’ll block an hour on Tuesday to think this through.”



Thank you!

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partner, and parent, subscribe to
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