Learning About Yourself: The Joy of Feedback
What makes receiving feedback difficult?

“O.K., I messed up. He didn’t have to rub my nose in it.”

“O.K., I messed up. He didn’t have to rub my nose in it.”
Feedback Exercise

Practice giving and receiving

“Sit down, Brad—I’ve got some character-building news for you.”

“Sit down, Brad – I’ve got some character-building news for you.”
### Listening Types

<table>
<thead>
<tr>
<th>Listening Type</th>
<th>Associative Metaphor</th>
<th>Response Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Empathetic</td>
<td>Heart</td>
<td>Reflective</td>
</tr>
<tr>
<td>Active</td>
<td>Eyes</td>
<td>Reflective</td>
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<tr>
<td>Attentive</td>
<td>Mind</td>
<td>Evaluative</td>
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<tr>
<td>Selective</td>
<td>Mind</td>
<td>Evaluative</td>
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<tr>
<td>Responsive</td>
<td>Ears</td>
<td>Acknowledge</td>
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<tr>
<td>Passive</td>
<td>Ears</td>
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Feedback Process

- Feedback is a presentation of a composite of Points-of-View (POV’s)
- POV’s may differ and seem contradictory
- People’s level of disclosure may vary for a variety of reasons
- Ask: How can this information help me?
IBR Model

Intent

Behaviors

Results
360° Feedback

- Responses from Employee, Peer, Self & Supervisor
- Written comments at end are critical
- Certain questions are reversed scoring

Lowest  1  2  3  4  5  Highest
360° Feedback Exercise

- Please do not read your feedback until you have connected with a partner
- Find a partner
- Each person reads their own feedback
- Then read your partner’s feedback
- One person shares what they learned from their own feedback
- The partner reflects what they learned from reading their partner’s feedback
- Reverse roles
Action Plan

- On Thursday, you will be doing an action plan based on feedback.
- Think about the 1 or 2 main areas that you want to develop in yourself.
- Be prepared to develop an action plan Thursday morning but don’t write in your action plan form until then.