

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."

Feedback Exercise

Practice
giving
and
receiving



*"Sit down, Brad – I've got some
character-building news for you."*

Listening Types

Listening Type	Associative Metaphor	Response Type
Empathetic	Heart	Reflective
Active	Eyes	Reflective
Attentive	Mind	Evaluative
Selective	Mind	Evaluative
Responsive	Ears	Acknowledge
Passive	Ears	—

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



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