



Presented by Beth Johnson



**Taking Control of Your Professional Development:
Soliciting, Receiving, and Integrating Feedback**





Goals and Objectives

- Understand how feedback can help you become a better employee, supervisor, friend, and person
- Develop effective and timely ways of asking for feedback
- Manage the feedback process so you gain the most from the information provided
- Learn how to handle difficult situations
- Create a plan for integrating feedback into your daily patterns and style





What is Feedback?

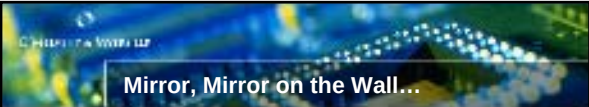
A manager, supervisor, co worker, or subordinate delivers information and perspective to you about a behavior he/she observed.





It's all about ME!

- Acquire new skills or improve existing ones
- Develop your leadership style
- Influence others
- Break a bad habit
- Create new relationships and enhance existing ones



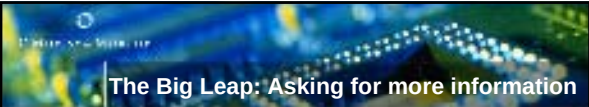
Mirror, Mirror on the Wall...





Am I Ready to Receive Feedback?

- You're willing to understand how others see you...BUT you are aware this information is a perception, and is not necessarily true about you as a person.
- You trust that your supervisors care enough about your development to risk giving their opinion.
- You have clear goals.



The Big Leap: Asking for more information

- After a meeting: “How do you think that went?”
- At the end of a project: “How could my contribution have been improved?”
- Be direct: “Do I look and act ready for promotion?”
- With your team: “What impression do I make on others?”



Feedback Mindsets





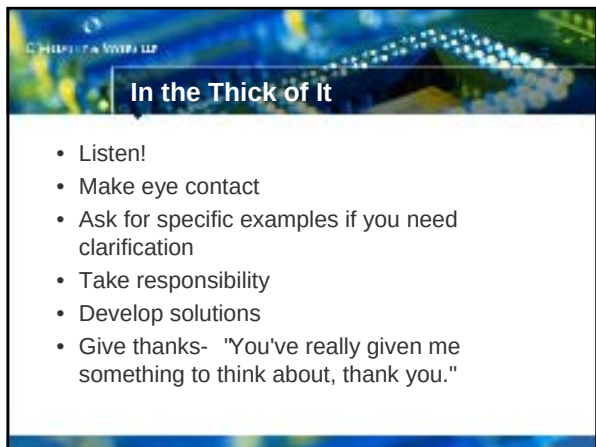
The Negative Mindset

- **Closed:** ignores the feedback, listening without interest.
- **Defensive:** defends actions, objects to feedback given.
- **Rationalizing:** finds explanations that eliminate personal responsibility.
- **Disrespectful:** devalues the speaker, what the speaker says, or the speaker's right to give feedback.
- **Passive:** makes no attempt to understand the meaning of the feedback.
- **Attacking:** deflects criticism and turns the table.
- **Denies:** refutes the accuracy or fairness of the feedback.
- **Patronizing:** listens, but shows little interest.
- **Superficial:** listens and agrees, but gives the impression the feedback will have little effect.



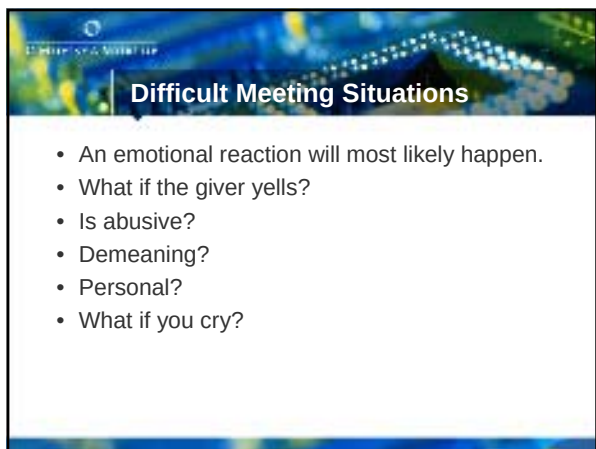
The Positive Mindset

- **Open:** listens without frequent interruption or objections.
- **Responsive:** willing to hear what's being said.
- **Accepting:** accepts the feedback, without denial.
- **Respectful:** recognizes the value of what is being said and the speaker's right to say it.
- **Engaged:** interacts appropriately with the speaker, asking for clarification when needed.
- **Active:** listens carefully and tries to understand the meaning of the feedback.
- **Thoughtful:** tries to understand what led to the feedback.
- **Interested:** is genuinely interested in getting feedback.
- **Sincere:** genuinely wants to make personal changes if appropriate.



In the Thick of It

- Listen!
- Make eye contact
- Ask for specific examples if you need clarification
- Take responsibility
- Develop solutions
- Give thanks- "You've really given me something to think about, thank you."



Difficult Meeting Situations

- An emotional reaction will most likely happen.
- What if the giver yells?
- Is abusive?
- Demeaning?
- Personal?
- What if you cry?

Chewing

Obsessing over feedback will not make you feel better, particularly if the feedback is less than glowing.



Chin up!

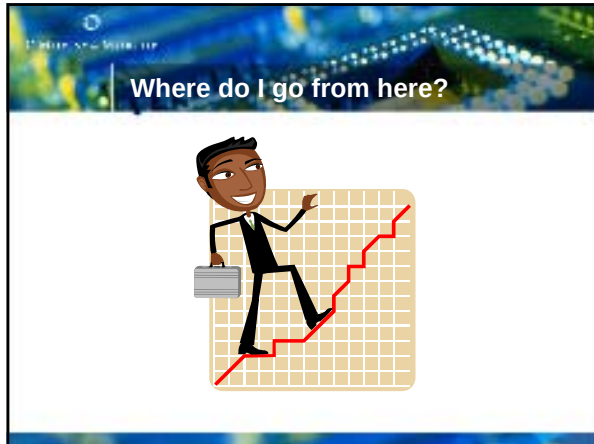
Even though you might feel embarrassed, avoid sulking or withdrawing from the person giving the feedback.

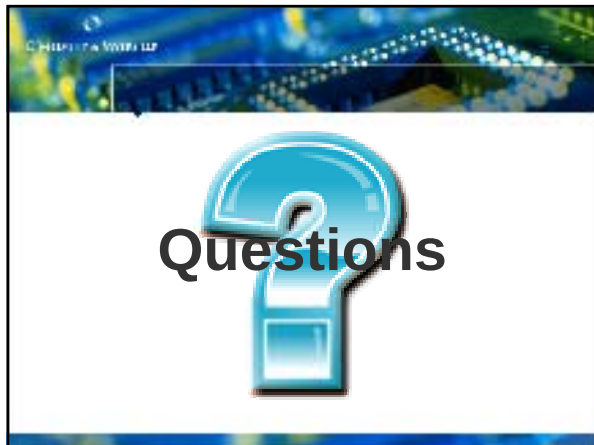


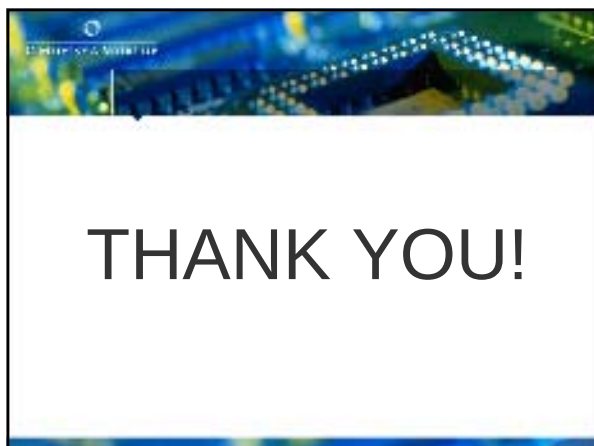
Sharing is Caring



- Talk with people whose opinions you respect, but ask them not to react to the message.
- It is normal to want others to invalidate negative feedback, but you may lose out on the growth opportunities if you rationalize or ignore the feedback.









Bibliography

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