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Finding the Silver Lining: How to Make the Most of Constructive Feedback

Elizabeth Hofmeister

Founder

B.side Coaching & Consulting LLC

Elaine Ventola

Director, Career Coaching

Goodwin Procter LLP

Do You Want to Get Better
at What You Do?



3 Steps to Effective Feedback Integration



MINDFUL INTAKE



**THOUGHTFUL
EVALUATION**



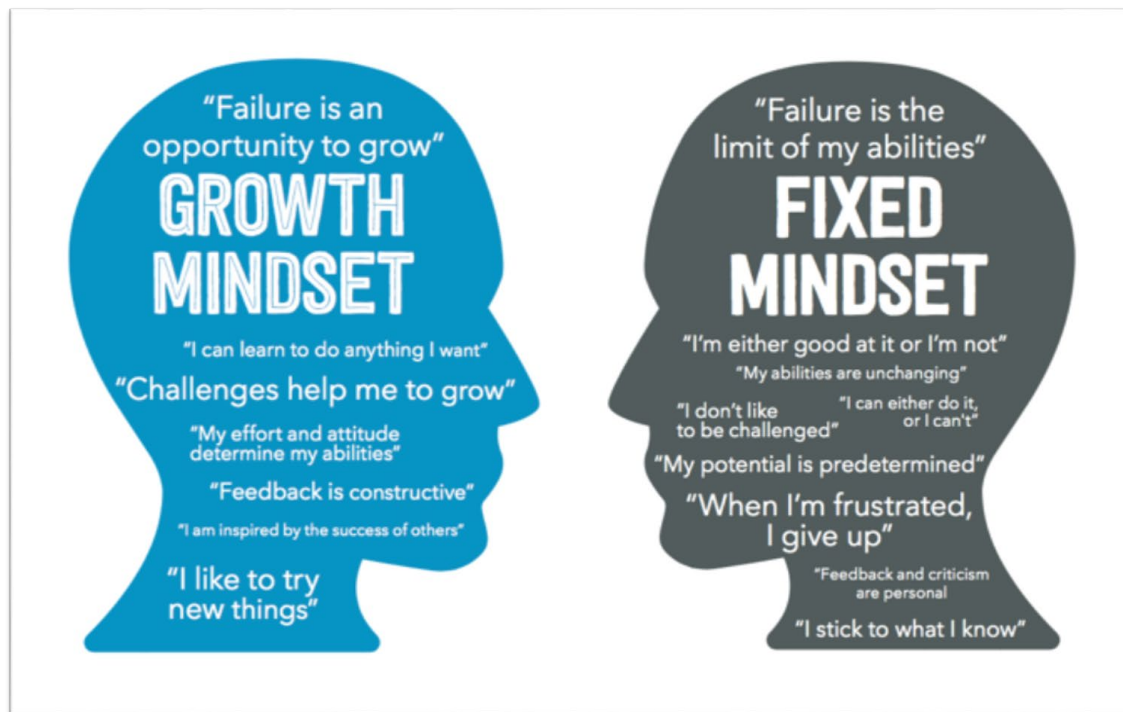
**CONFIDENT
COMMUNICATION**

Mindful Intake

Growth Mindset

Mindfulness (before
and during the
meeting)

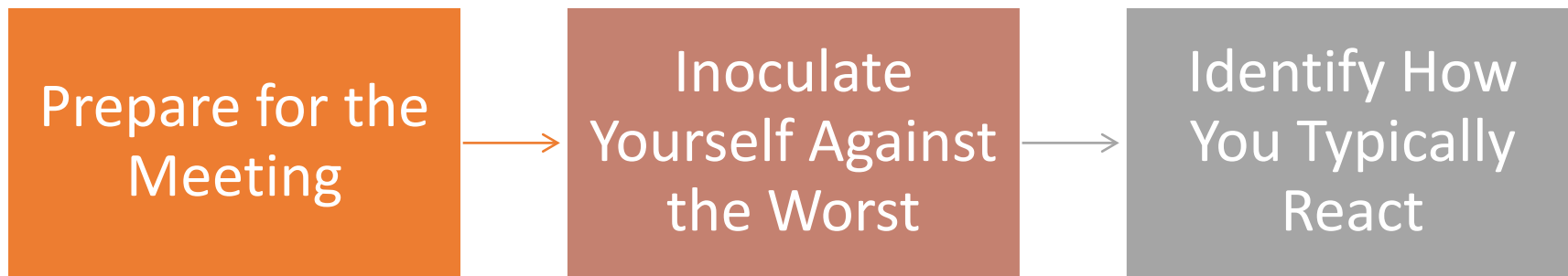
Mindset Matters





Mindfulness is achieved by focusing
one's awareness on the present
moment while calmly
acknowledging one's feelings,
thoughts, and bodily sensations.

Mindfulness Before the Meeting



Mindfulness During the Meeting

Slow Down

Listen

Observe Your Response

Approach With Curiosity

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**CONFIDENT
COMMUNICATION**

Conducting Self Reflection

- Be Objective
- Consider Past Feedback



Reflecting on the Feedback

- What feedback do you agree with?
- What feedback do you not understand?
- What feedback do you disagree with?

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EVALUATION**



**CONFIDENT
COMMUNICATION**

Think about a time when you gave
someone feedback and they
responded effectively. What did it
look like?

Communicating with Confidence

- Respectful
- Ready to take action



Wise Self

- Mindful
- Curious
- Thoughtful
- Confident



Questions?

Elizabeth Hofmeister
B.side Coaching & Consulting LLC
Elizabeth@bsidecoaching.com
585.764.9779
www.bsidecoaching.com

Elaine Ventola
Goodwin Procter LLP
Eventola@goodwinlaw.com
617.570.1315
www.goodwinlaw.com

FINDING THE SILVER LINING: HOW TO MAKE THE MOST OF CONSTRUCTIVE FEEDBACK

Checklist

I. INTAKE STAGE (Understanding the perspective of OTHERS)

Am I approaching feedback from a **growth mindset**? Am I opening myself to getting better at what I do?

In anticipation of receiving feedback, am I being **mindful** and accepting that there may be a perspective other than my own?

Am I **prepared** in advance of receiving feedback?

- _____ How will I feel?
- _____ What will I do?
- _____ How will I respond and what will I say?
- _____ What do I know about the person providing me feedback?

Have I **inoculated myself** against “the worst”?

- _____ What is the best possible scenario?
- _____ What is the worst possible scenario?
- _____ Have I reasoned through the consequences?
- _____ How can I prepare myself for the worst possible scenario?

Have I identified how I **typically react** to constructive feedback?

- _____ How do I feel emotionally and physically?
- _____ What are some ways for me to control any negative reactions?

In the course of receiving feedback, am I being **mindful** so as to get the most value from the feedback?

- _____ Have I made a conscious effort to **slow down**?
- _____ Am I **actively listening** or am I getting defensive?
- _____ Am I approaching the conversation from a place of **curiosity**?
- _____ Will I avoid advocating for myself?
- _____ Would it be advisable to process the feedback rather than responding in the moment?

II. EVALUATING THE FEEDBACK (Taking stock of YOUR perspective)

Am I taking the time to **self-reflect**?

- _____ Am I treating the feedback with objectivity?
- _____ Have I considered and inventoried all of my strengths?

- _____ Have I considered what went well and how I demonstrated excellence?
- _____ Have I identified any gaps in my performance?
- _____ What might I have done better?
- _____ Where was my knowledge lacking?
- _____ Did I have the skills/tools/support that I needed?
- _____ What would I do differently if I had it to do all over again?

Am I considering ***past feedback***?

- _____ Have I heard this type of feedback before?
- _____ Did the feedback resonate with me then? Why or why not?
- _____ Does the feedback resonate with me now? Why or why not?
- _____ Is there possibly some truth to the feedback?
- _____ Is this a “one-off” situation? Why might that be?

Have I carefully ***considered the specific feedback*** provided?

- _____ Have I categorized the specific feedback?
 - Feedback with which ***I agree***
 - Feedback ***I don’t understand***
 - Feedback with which ***I disagree***
- _____ Have I sought to clarify the feedback which I don’t understand?
- _____ Have I tested my perspective regarding feedback with which I disagree by asking others whom I trust?

III. COMMUNICATING WITH CONFIDENCE

Am I approaching the conversation from a place of ***respect*** – both for the person giving me feedback and for myself?

- _____ Have I expressed gratitude for the information shared with me?
- _____ Have I communicated that I have carefully considered the individual’s feedback?
- _____ Have I shared my own self-evaluation regarding my areas of strength and the areas where I believe I could have done better?
- _____ Regarding feedback with which I disagree, have I provided a thoughtful and respectful explanation of why I disagree?

Am I prepared to communicate that I am ready to ***take action***?

- _____ Have I considered the specific action I will take and what will that action be?
- _____ Have I sought to elicit additional input from the individual regarding my proposed course of action?
- _____ Have I scheduled a follow-up meeting to share my progress?

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Recommended Resources

Books

- *The Power of Mindful Learning*, Ellen J. Langer
- *Thanks for the Feedback*, Douglas Stone and Sheila Heen
- *Radical Candor*, Kim Scott
- *Crucial Conversations, Tools for Talking when the Stakes are High*, Kerry Patterson, Joseph Grenny, Ron McMillan
- *The Resilience Factor: 7 Keys to Finding Your Inner Strength and Overcoming Life's Hurdles*, Karen Reivich and Andrew Shatte, Ph.D.

Articles

- *How to Take Criticism Well*, Sabina Nawaz (Harvard Business Review) <https://hbr.org/2019/04/how-to-take-criticism-well>
- *How to Take Criticism Well*, Sue Shellenbarger (Wall Street Journal) <https://www.wsj.com/articles/how-to-take-criticism-well-1403046866>
- *Five Ways to Boost Your Resilience at Work*, Rich Fernandez (Harvard Business Review) <https://hbr.org/2016/06/627-building-resilience-ic-5-ways-to-build-your-personal-resilience-at-work>
- *What Resilient Lawyers Do Differently*, Paula Davis-Laack (Forbes) <https://www.forbes.com/sites/pauladavislaack/2017/09/26/what-resilient-lawyers-do-differently/#23539f093495>

TED Talks

- *How to Love Criticism*, Adam Grant https://www.ted.com/talks/worklife_with_adam_grant_dear_billionaire_i_give_you_a_d_minus?language=en&referrer=playlist-worklife_with_adam_grant
- *GRIT: The Power of Passion and Perseverance*, Angela Lee Duckworth https://www.ted.com/talks/angela_lee_duckworth_grit_the_power_of_passion_and_perseverance

Videos

A Four Step Model for Receiving Constructive Criticism, Mark Murphy (Leadership IQ)
<https://www.leadershipiq.com/blogs/leadershipiq/video-a-four-step-model-for-receiving-constructive-criticism>