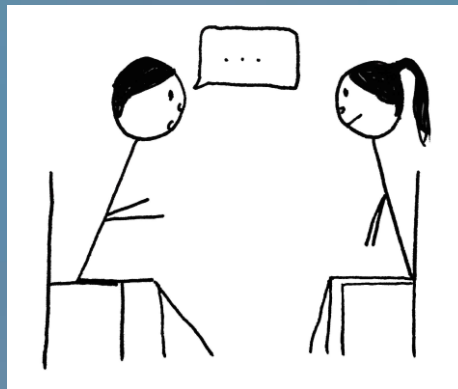


Feedback is a Gift But I'd Rather Get Chocolate



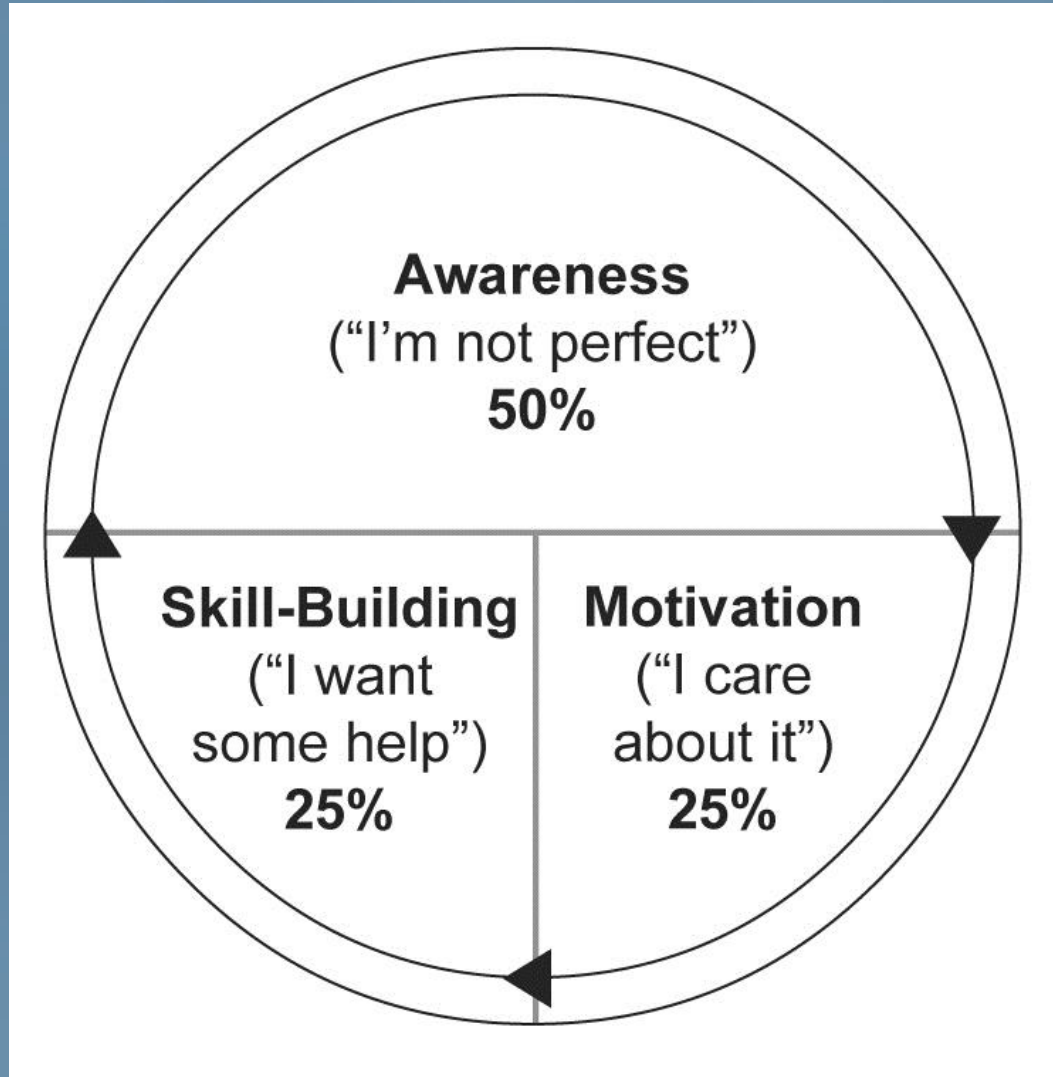
Cindy Maher and Carol Grannis, Ed.D
Leading Edge Coaching & Development

Buzz



- Positive
- Negative
- Positive, But Limiting

How People Develop*



Three Triggers to NOT Receiving Feedback

1. The Truth Trigger

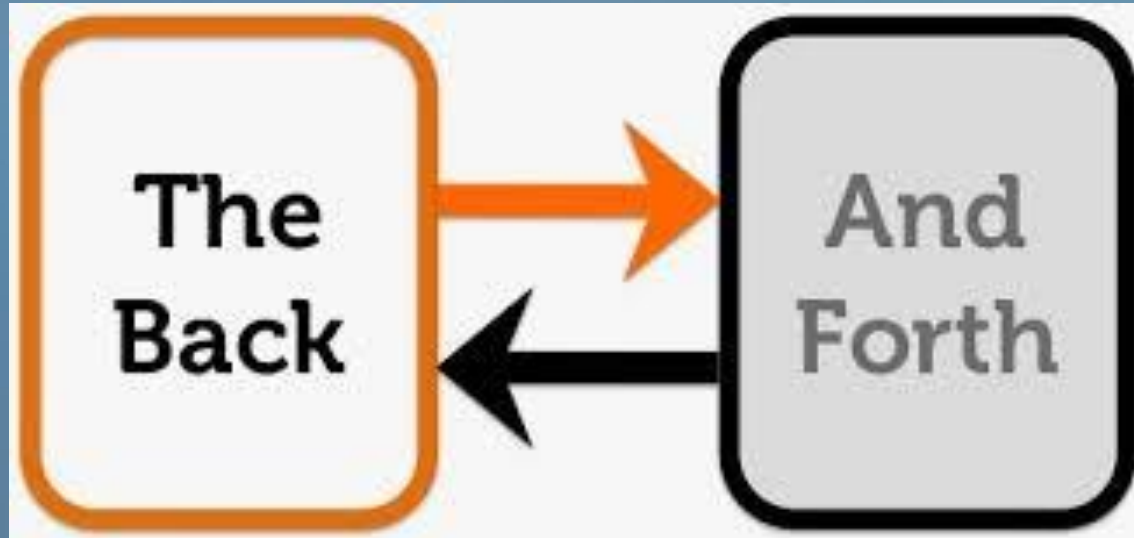
2. The Relationship Trigger

3. The Identity Trigger



* From Thanks for the Feedback: The Science and Art of Receiving Feedback Well by Douglas Stone and Sheila Heen

Defeating the Truth Trigger



Using Curiosity

* From Thanks for the Feedback: The Science and Art of Receiving Feedback Well by Douglas Stone and Sheila Heen

Three Triggers to NOT Receiving Feedback

1. The Truth Trigger

2. The Relationship Trigger

3. The Identity Trigger



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Two Things Trip the Relationship Trigger

What We Think About:

How We Feel Treated By the:



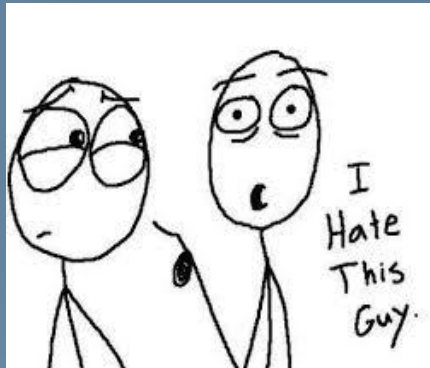
THE
GIVER

* From Thanks for the Feedback: The Science and Art of Receiving Feedback Well by Douglas Stone and Sheila Heen

Defeating the Relationship Trigger



1. Identify the two topics and address them one at a time



2. Be open to "surprise players"

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Three Triggers to NOT Receiving Feedback

1. The Truth Trigger

2. The Relationship Trigger

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Defeating the Identity Trigger



1. Time



2. Specificity



3. People

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