



I Hate Your **FEEDBACK** But I Will Consider It

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Corporate America is obsessed with giving people feedback. A generation ago you were lucky to even get a yearly written review about your performance. In today's world you might get a formal review, a skip level review, group feedback, individual feedback, a 360 evaluation, a customer experience rating on your department, internal and external net promoter rating or pulse feedback.

Intellectually we know that feedback is good for us in the long term because we need feedback to grow---but sometimes it rattles us nonetheless. It's not only normal to feel immediately defensive about feedback but it is part of our humanity. We have all felt the hair raise on the back of our necks, the heat rising internally or the "gut punch" reaction to someone criticizing our work or questioning our intentions. The brain actually registers feedback as a threat initially—but it also our humanness that allows us to move past that initial reaction and decide if the feedback might be useful in our growth.

The next time feedback hits hard take 10 minutes to do this process. There are seven prompts below to help you process the feedback—then you get to decide if it is useful to you. Note: while this is designed for my executive coaching clients to use at work—it works on personal stuff too.

Is This Feedback Useful?—A Model

This process is between you and you—write like you will never share this information. Be honest and don't edit thoughts. Just write. It is best to use one particular piece of feedback—rather than generalized feedback or feedback that is vague to you.

1. The feedback in a nutshell:



Example: On my review my boss, Amy, gave me a rating of 2 out of 5 on my ability to communicate with my team and peers.

2. The most bothersome aspect of this feedback (this is your chance to complain—go for it!):



Example: Amy is the worst communicator on the planet. My peers are one big clique that I have never been part of and I love my team so I don't know where she is getting this "feedback" about my team.

3. What value of yours went unrecognized in this feedback:



Example: I am the one who organizes our meetings, asks clarifying questions at the meetings and keeps people accountable.

4. What grain of truth did the feedback contain (note—the feedback would not bother if you if it did not contain a grain of truth—sorry!):



Example: I know I am sometimes too blunt in my communication. I am usually rushed and I just don't have time to sugar coat stuff. I have had this reaction from people before—actually all of my life.



"I think it's very important to have a feedback loop, where you're constantly thinking about what you've done and how you could be doing it better."

Elon Musk

5. How did it come to this (in other words how did this situation you are receiving feedback on evolve or devolve)?



Example: From my first day here I have felt left out of the pack of other department heads. I could feel from the start that I was being too harsh with people—especially my peers and the more stress that piles on the more blunt I get.

6. What might you like to try in the future?



Example: I need to hit the refresh button with my peers and my team as well. I know I should ask their input more and wait for them to weigh-in before plowing ahead. I am also going to go to the gym at lunch at least 3x a week because I know it helps my patience level.



"On my own I will just create, and if it works, it works, and if it doesn't, I'll create something else. I don't have any limitations on what I think I could do or be."

Oprah Winfrey

7. This feedback was useful/not useful because:



Example: The feedback was useful. I am also going to talk to Amy about my feelings about the other department heads because it is very hard to join her team and she could improve this aspect for future hires.



“Leaders cannot work in a vacuum. They may take on larger, seemingly more important roles in an organization, but this does not exclude them from asking for and using feedback. In fact, a leader arguably needs feedback more so than anyone else. It's what helps a leader respond appropriately to events in pursuit of successful outcomes.”

Jack Canfield

About Me

I am a corporate career coach. I work with all kinds of professionals in all kinds of high-level, high-stress careers who need to get a grip on their current or new career, but don't know where to begin.

Like most awesome careers, my career coaching business evolved from other iterations over the years; first, working as a traditional employee in sales and marketing; then traveling the world as a professional speaker/trainer; then consulting with smaller groups to provide greater impact; and finally, developing my own professional recruitment/search strategy to aid companies in finding talent—all of which ultimately brought me to where I am now—a PCC certified Career Coach.

For more about me, [click here](#).

