

SHEILA HEEN FEEDBACK VIDEO

Key Takeaways

THE RECEIVER HAS THE POWER - IS IN CHARGE. THEY DETERMINE WHAT THEY LET IN AND WHAT THEY WILL CHANGE.

Receiving feedback is a skill.

- How to take in a blizzard of feedback.
- Being able to still learn from unfair, poorly delivered feedback.
- We decide too soon whether we take it or not.
- Those who take feedback have higher performance rewards.

Three triggers when receiving feedback:

- **Truth** triggers: Is it correct? Is it good advice? Are we unable to know if it is true because of our blind spots? (challenge to see ourselves)
- **Relationship** triggers: Do we not respect the person giving the feedback? Can we separate out the “who” from the “what”?
- **Identity** triggers: Has it caused an emotional reaction in us because it says something about who we are? What are the stories we are telling ourselves about the feedback?

Triggers:

- Cause an emotional reaction in us. Can we separate out the “who” from the “what”?
- Reacting emotionally **can be a good thing** because it increases memory.
- Feedback can be painful..

Seligman says 50% of our reaction is due to our genetic wiring, 40% is the story we tell about it, and 10% is other circumstances. We can control the story we tell. It is based on three things:

- **Baseline**: our overall happiness as a person. If our normal level is high (i.e. 9 out of 10, generally happy all the time), we may take feedback better than someone who is a 2 and always sees the glass as half empty.
- **Swing**: how far we get knocked off our baseline by getting the feedback (how much it makes us feel great or rotten).
- **Recovery**: how long it takes us to recover from the feedback.

The better we understand our “feedback profile” based on the above 3 triggers, the more we can understand our reaction to feedback.

“Google bias” - what comes up in a google search depends on the search terms. We can react to feedback by ‘searching’ on “what are all the things that are wrong with me?” and come up with a huge list of negatives. Or we can react by ‘searching’ on “what are all the ways that I can constantly improve myself?”. Our reaction is based on the story that we tell ourselves about the feedback.

Others suffer from the opposite problem - being insensitive to feedback. Some people do not even hear feedback when it is given to them. If it does not strike an emotion, it likely will not be remembered and the person will not ever make any changes. Or we may dismiss the feedback because we know we did not intend to do any harm. But just because we are well intentioned does not mean that we did not have a bad effect on another person. If they are telling us how we made them feel, we need to pay attention because there is frequently a gap between how we meant to act and how others perceive us. Feedback is the best way to understand that gap.

To solicit helpful feedback, try asking “can you tell me one thing that would most...” (e.g. “...that would most make me a more effective leader”). People always have one thing that they are holding in their mind. This is more effective than asking “Do you have any feedback for me?”

The reality: We all need to be accepted and respected as we are right now

Why should I care about your feedback?

- Higher work satisfaction
- Improved adaptability in a changing world
- Enhance the ability to advance in your career
- Grow and improve as a human being

SOME KEY TAKEAWAYS:

- The receiver of feedback is in charge.
- Triggers that can cause you to discard feedback.
- Self-awareness can help us be aware of our responses to feedback.
- Google bias - what comes up in a google search depends on the search terms.
- Our reaction is based on the story that we tell ourselves about the feedback.