

TRUTH TRIGGERS – WHAT DOES IT MEAN?

- Feedback is vague, unclear, misunderstood
- The feedback giver and receiver have different stories due to
 - Different information,
 - Different interpretations, and
 - Different conclusions
- The feedback touches on a blind spot for the receiver



TRUTH TRIGGERS – HOW CAN I PROCESS?

We can almost always find something wrong with feedback – that's easy
The challenge is to find what can be useful

This doesn't make sense → How does this make sense?

How could they think that → I wonder what information they have that I don't

That's not true about me → Could that be true about me?

That's not how I see it → How might they see it?

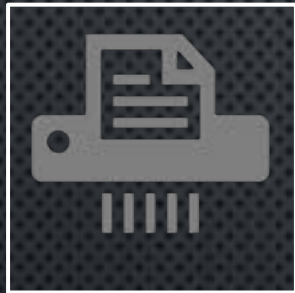
Here's why that's wrong → Here's how that might be right

TRUTH TRIGGERS – HOW CAN I RESPOND?

- Ask clarifying questions
 - I think you're saying X, am I understanding that correctly?
 - What do you mean by X?
- Ask about their story
 - Where is this coming from
 - Where is it leading to
- Share your perspective
- Try it on, see if any of it fits
- Ask for another opinion



WHY DO WE RESIST OR REJECT FEEDBACK?



Truth Triggers:

We feel like the content of the feedback is wrong, unfair, or unhelpful



Relationship Triggers:

The feedback is colored by what we believe about or how we feel treated by the giver



Identity Triggers:

Inconsistent with or threatening to something we believe to be true about ourselves

RELATIONSHIP TRIGGERS

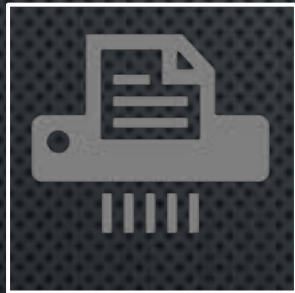
Product of:

- Beliefs about the deliverer
 - Lack of trust
 - Lack of credibility
- How you feel treated by the deliverer
 - Lack of appreciation
 - Lack of autonomy
- The delivery method
 - When, Where, How

How to Process and Respond:

- Take a Step Back... or 3
 - Me/You Intersections
 - Role Intersection
 - Bigger Picture Intersections
- Separate the topics or tracks
- Separate Intent from Impact

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