

IDENTITY TRIGGERS

- Cultivate complexity: all/nothing → both/and
- Dismantle distortions
 - Always, everyone, everything
- Practice Mindfulness
 - Your sensitivity: Baseline, swing, and sustain
 - Your response footprint
- Cultivate growth mindset
 - Sort toward coaching rather than evaluation
 - Give yourself a “second score”



Remember:

Responding well to feedback means that you engage with the feedback well – it doesn't necessarily mean you agree with it or accept it

Approach feedback with a posture of curiosity

Relationships are complicated

Different roles bring different challenges

These are others' perceptions, not absolute truth

Try it on, "Rent before you own" the feedback

Practice gratitude for the gift of perspective

Productive questions to ask about feedback

- Why did this person score me the way they did?
- How do I make sense of this feedback?
- What might they have been thinking?
- Could that be true about me?
- How can I change perceptions?
- How do I go about making needed changes?
- Who can help me with all of this?

Reflection

Think of a time where you rejected feedback because of a truth trigger.

Did you fully engage or quickly dismiss?

If yes, what did you do to engage?

If no, what could you have done to more fully engage?

Think of a time where you rejected feedback because of a relationship trigger.

Did you fully engage or quickly dismiss?

Think about your workplace relationships, can you identify some potential relationship triggers that might make you quick to dismiss feedback?

Think of a time where you rejected feedback because of an identity trigger.

Did you fully engage or quickly dismiss?

Take some time to consider your feedback footprint and sensitivity (baseline, swing, sustain) and how that impacts the way you receive feedback

People who seek out critical feedback at work,
adapt to new roles more quickly, report higher
satisfaction, and they receive higher
performance reviews

