Overview— *Thanks for the Feedback*

Triggers are our reactions to feedback. They can be obstacles to us receiving feedback. Triggers are obstacles because they keep us from engaging skillfully in the conversation. But they aren’t only obstacles; they also are information. Understanding our triggers and sorting out what set them off are the keys to managing our reactions and engaging in feedback conversations with skill (4).

Chapter 1 lays out the outline of the rest of the book.

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| **Trigger Type** | **Description** | **Helpful Tips** |
| Truth Trigger  (Ch.2-4) | Set off by the substance of the feedback itself—it’s somehow off, unhelpful, or simply untrue. In response we feel indignant, wronged, and exasperated. | * Identify the kind of feedback—Appreciation, Coaching, or Evaluation. Problem: the receiver wants or hears one kind of feedback, while the giver actually means another. Understand the feedback you want and the kind you received (Ch2) * Shift from ‘What’s wrong’ to ‘Tell me more’.(Ch3) * Discover how you come across- Blind Spots (Ch4) |
| Relationship Trigger  (Ch. 5-6) | Set off by the particular person who is giving the feedback. All feedback is colored by the relationship between the giver and receiver, and we can have reactions based on what we believe about the giver. The focus shifts from the feedback itself to the person delivering it. We disqualify the feedback because how, when, where, and why it arrives says something damning about the who that gave it, therefore I don’t have to listen to it.  2 Relationship triggers: What we think about them and how we feel treated by them | * Separate the what from the who * Identify 2 topics in the conversation—ex.:   **Daughter:** Mom, you never let me go out. You treat me like a child. Don’t you trust me?  **Mom:** You should be grateful you have a mother who cares. (Ch 5)   * Listen for the relationship issues lurking beneath their “advice” (Ch 5) * Understand each has a part in the problem – Take a step back and figure out your part (Ch. 6) |
| Identity Trigger  (Ch. 7-9) | Focus is about us- not the feedback or the person offering it. The feedback has caused our identity—our sense of who we are—to come undone. We feel overwhelmed, threatened, ashamed, or off balance. | * Understand your temperament and tendency (Ch7) * Understand your emotions and how they can distort the feedback (Ch.7) * Dismantle the Distortions- See feedback at “actual size (Ch 8) * Cultivate a Growth Identity (Ch 9) |

Chapters 10 & 11 – answers the question of when it is okay to turn down feedback and how to handle the feedback conversation itself

Chapter 12- offers a handful of powerful ideas for testing out feedback and getting quick traction on growth

Chapter 13- takes a look at feedback in groups and presents ideas for creating ways to better give and receive feedback