



Getting Over Your Fear of Giving Feedback

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Sound familiar?



Feedback



HONEST

FEEDBACK
WELCOME

Do we even want feedback?

We want it but... **60%**

45%

We don't really want to hear it, not really, but...

>75%

We know we need it...

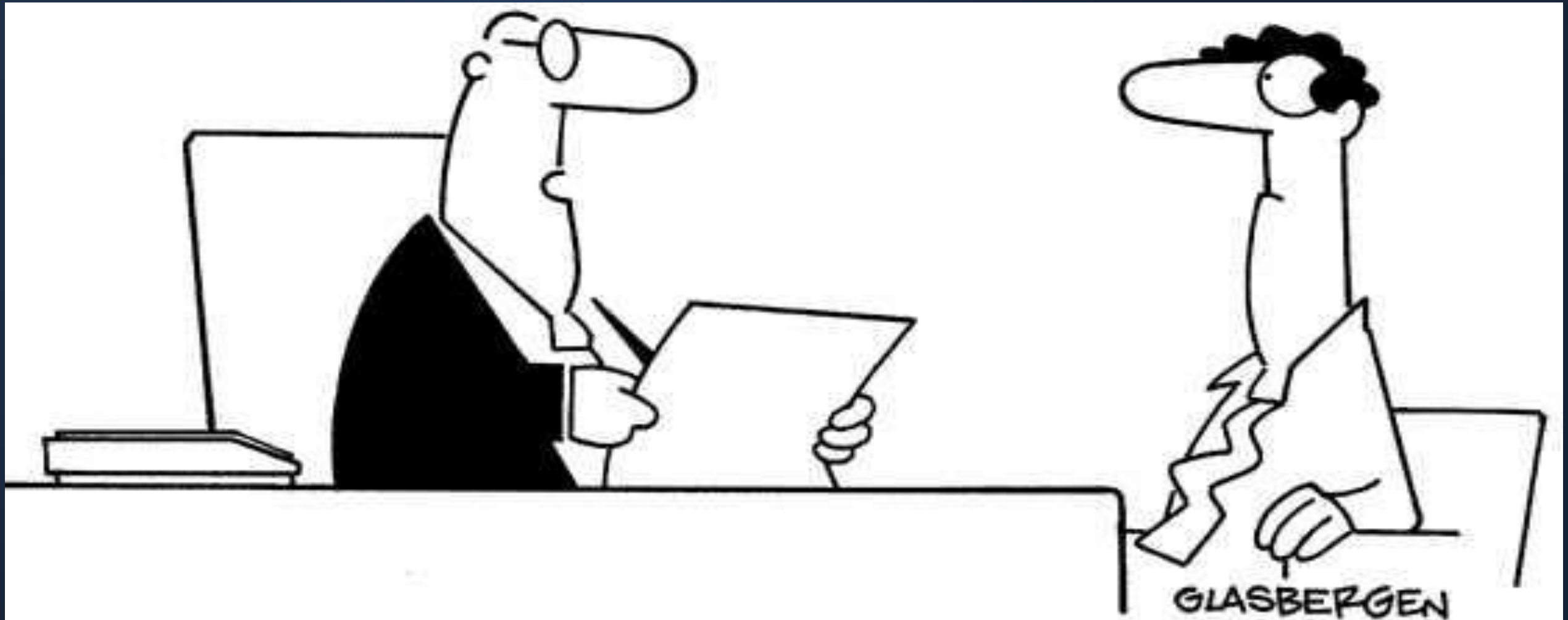
<30%

Feedback can be valuable



**“You seem intelligent, capable, level-headed and mature.
That’s a shame because I was really hoping you’d fit in here.”**

Sometimes really valuable



**“You participate with enthusiasm during staff meetings
and never hesitate to offer a creative suggestion
or opinion. That has to stop.”**

Why we fear it???

*Uh, it's really
hard, duh!*

Thinking patterns



Neurons



Fire / Wire



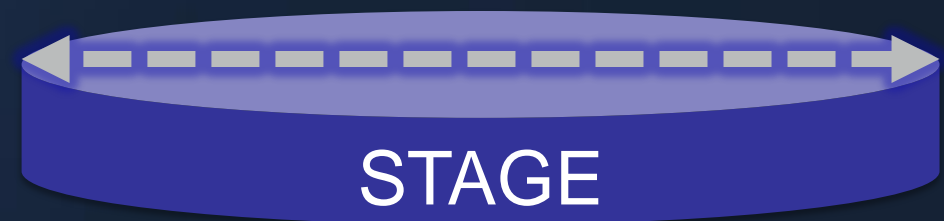
Neuronets



Neural Pathway

Horizontal thought

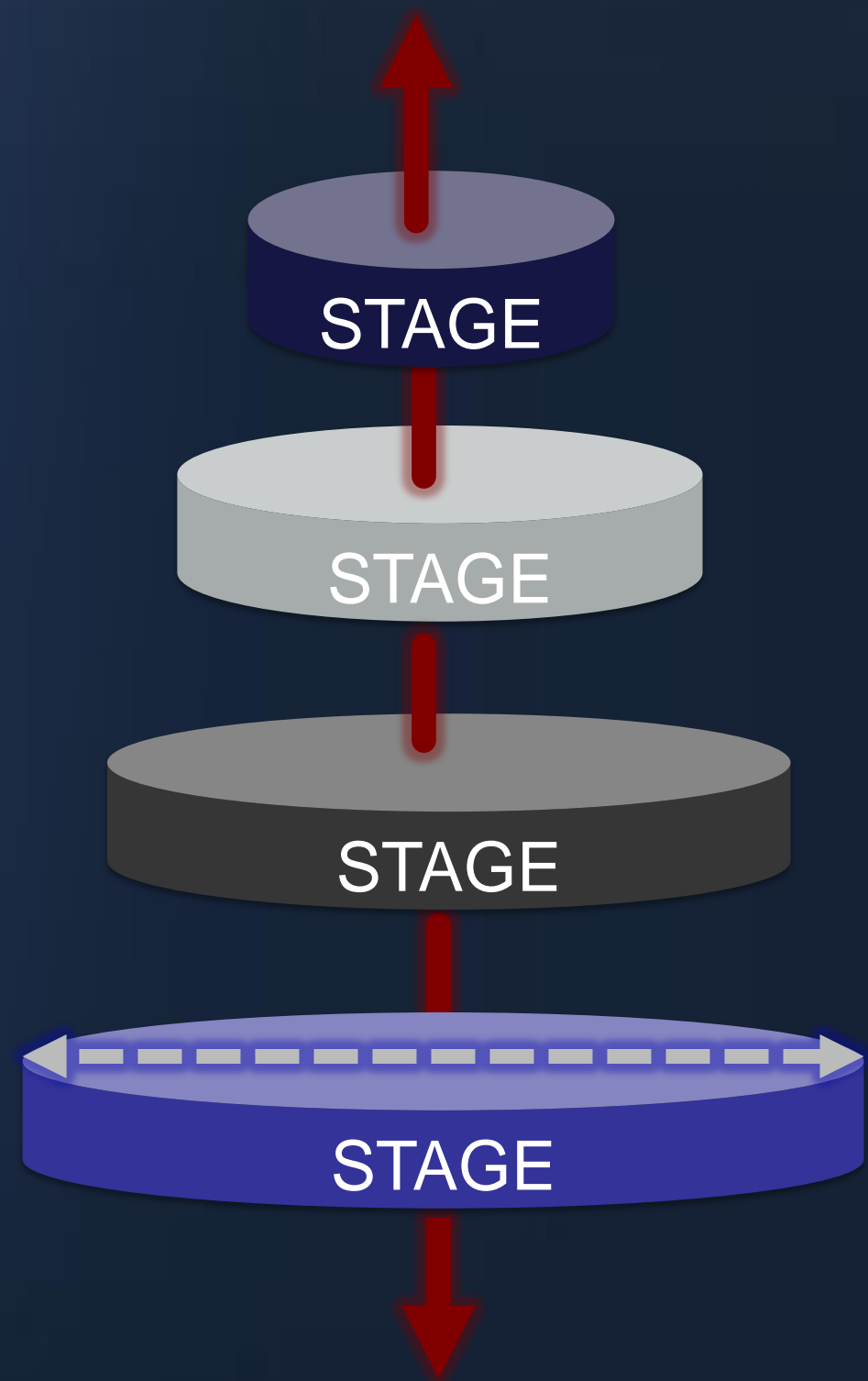
Horizontal
Expansion within same stage



Vertical thought

Vertical
More integrated perspective

Horizontal
Expansion within same stage



Negativity bias



When we receive criticism

Threat to our survival

Hits us at the lowest Maslow levels



We remember it,
inaccurately

What about u?

1. You're considering getting feedback on work you've produced. How likely are you to expect that any feedback will be negative?

(A) I usually expect to get good feedback because I perceive myself as generally competent.

(B) I'm nervous about a negative response but not paralyzed by it.

(C) I tend to assume feedback will be negative.

What about u?

2. When your boss points out 9 good things but 1 valid area where you could improve, what's your reaction?

(A) I plan some simple actions that will ensure continued good feedback.

(B) I feel happy that the feedback was positive overall, but the negative comment irks me a little.

(C) The one negative comment bugs me for several days or more.

What about u?

3. How confident are you in your ability to cope with valid negative feedback?

(A) I can make necessary adjustments.

(B) I'd ruminate for a while, but I'd get through it after a quiet night in with a glass of wine and a Netflix marathon.

(C) I think I'd be so embarrassed I'd find it difficult to face the feedback giver if/when I see that person again.

What about u?

4. How prone to personalizing negative feedback are you?

(A) I don't tend to personalize feedback.

(B) I personalize but I have enough self-awareness that I usually catch myself doing it.

(C) When I get negative feedback it feels like the person doesn't like me rather than doesn't like the work I've done.

What about u?

5. How likely are you to avoid getting feedback on work you've produced?

(A) I don't avoid feedback; I see it as useful.

(B) I avoid feedback in some, but not all, areas of my life.

(C) I get feedback only if I absolutely have to; I'd rather go to the dentist.

Scoring

Mostly A's - You generally think of feedback and criticism as helpful, and you're not threatened by it.

Mostly B's - You're a bit prone to expecting that feedback will be negative

Mostly C's - Receiving feedback is extremely anxiety provoking for you

Get in touch with your feelings

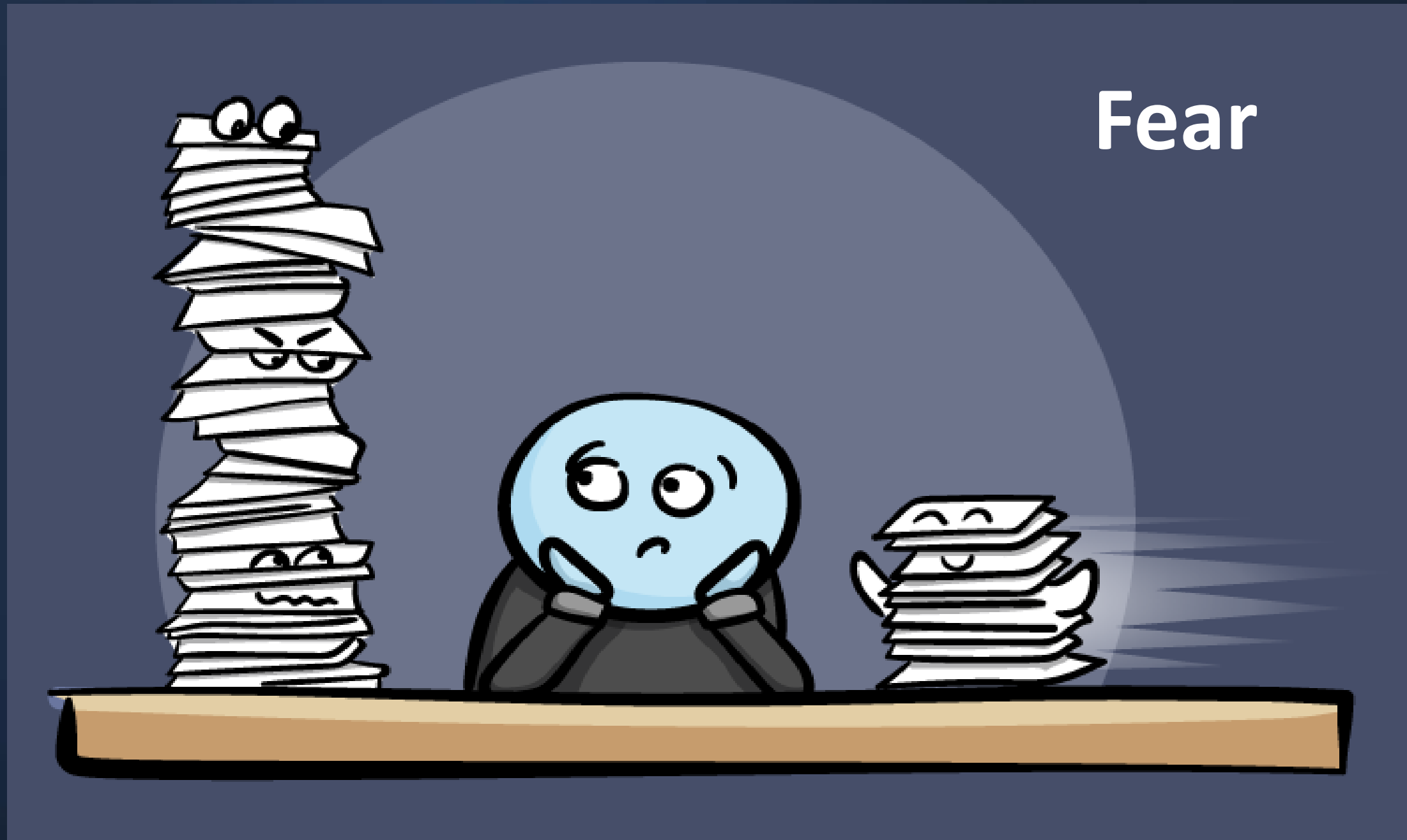


The emotions

Anger



The emotions



The emotions



The emotions



Tension

The emotions

There's still some jealous on your face.

Let me get that
for you.

Jealousy



The emotions



How do we view failure?



Failure is bad
Ask “What went wrong?”
Don’t do it again!
Write a report & distribute

Blameworthy?

What percentage
of failures
in your agency
are
blameworthy?

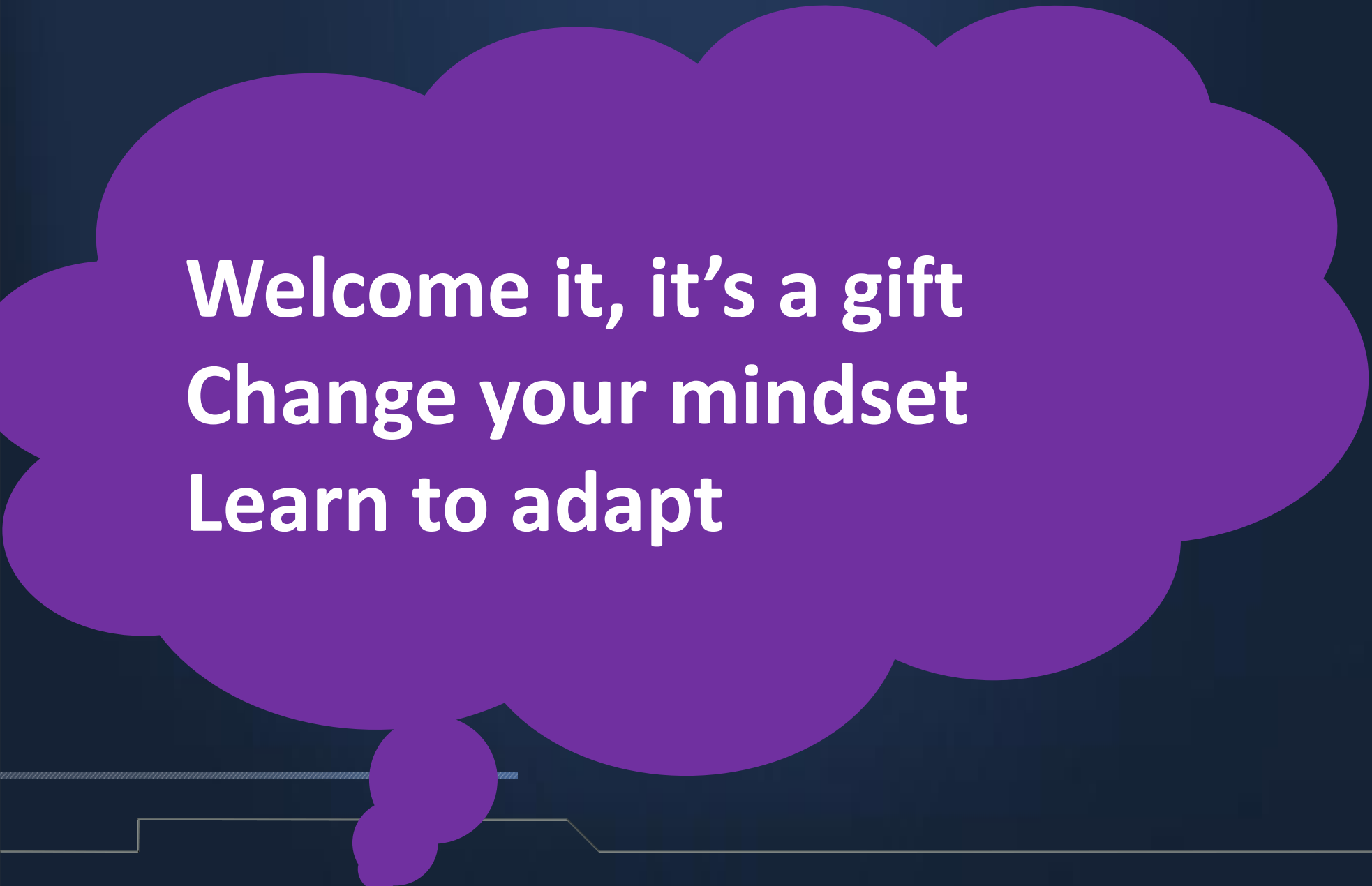


Blameworthy?

What percentage of failures in your agency are **treated** as blameworthy?



So what do we do?



Welcome it, it's a gift
Change your mindset
Learn to adapt

So what do we do?

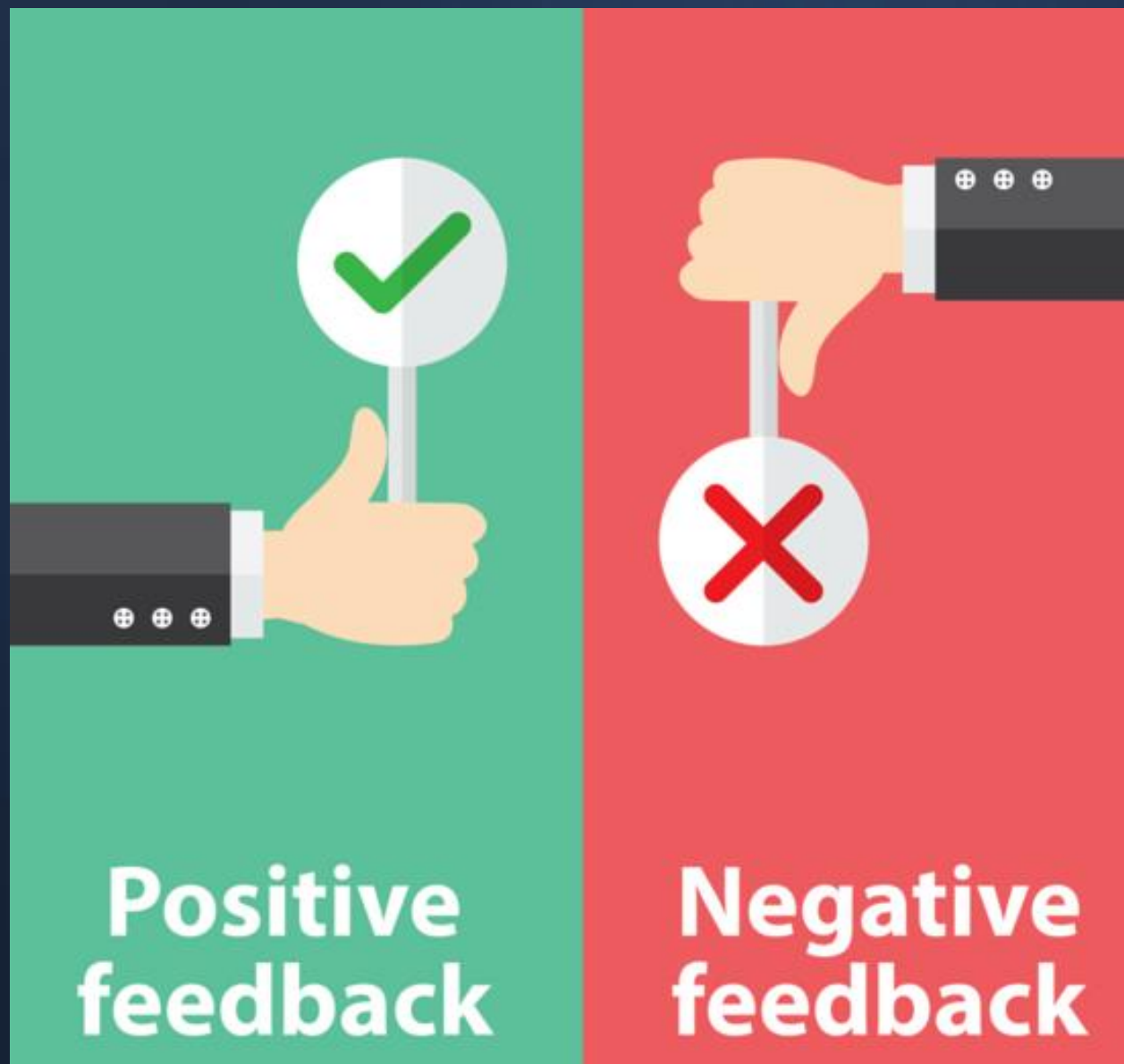


Reframe

Seek more

Respond appropriately

Wait, now I gotta give?



“Failure to give constructive feedback may actually be more about protecting ourselves than others”

- Jeffries

Givers are afraid too!

They worry about:

- Balancing professional and personal
 - An emotional reaction
 - Having to have a solution
-

The avoidance pitfall

Lack of honesty

Lack of transparency

Loss of trust

Not supporting



First steps

Understand the role of emotions
&
Shut up and listen



Do it for the right reason

concern, sense of responsibility, mentor, support

got purpose?

defensiveness, moody, demoralize, condemn

Tips for giving feedback

Make it timely

Make it regular

Be prepared

Tips for giving feedback

Ensure privacy

Focus on specific behaviors

Use “I” and “?”

Tips for giving feedback

Positives are good

Have suggestions

Follow up

Most importantly



Make it a learning experience

It works both ways



Thank you

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References

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