

# Frustration Free Feedback?

OKC Metro Employer Council

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“We can’t just tra-la-la down  
the road of life ignoring what  
others have to say, safely  
sealed in our emotional  
Ziploc.”

Stone & Heen



# All of this...

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- Feedback
- The Competency of Receiving
- Trigger Warnings and Rantings
- CORE – Unpacking the Bags

**Evaluation**

**Drop It!**



**Coaching**

**Appreciation**

Ask for Permission  
Suggest next steps

Use 'I' statements  
**The**

Ask for their reaction  
**Struggle is**

**Real**

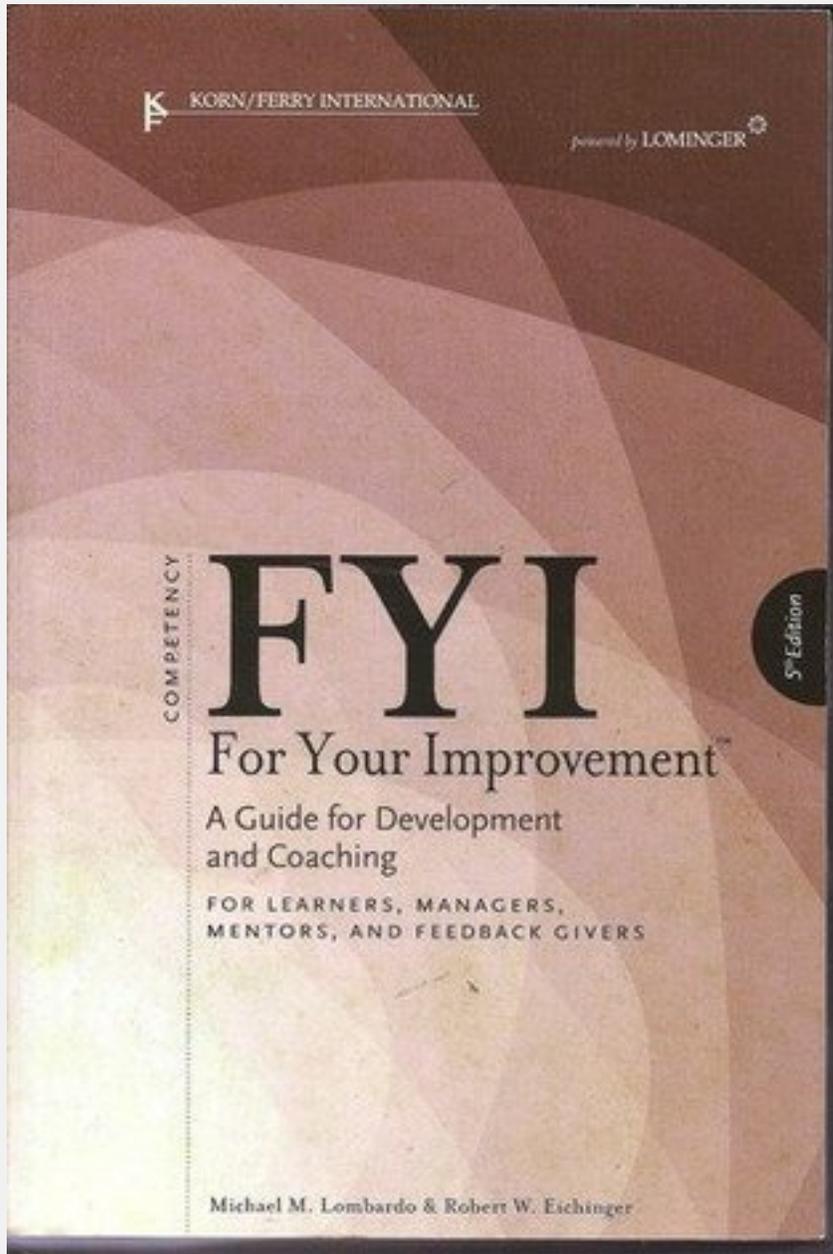
What is the impact?

**Resting Feedback Face**

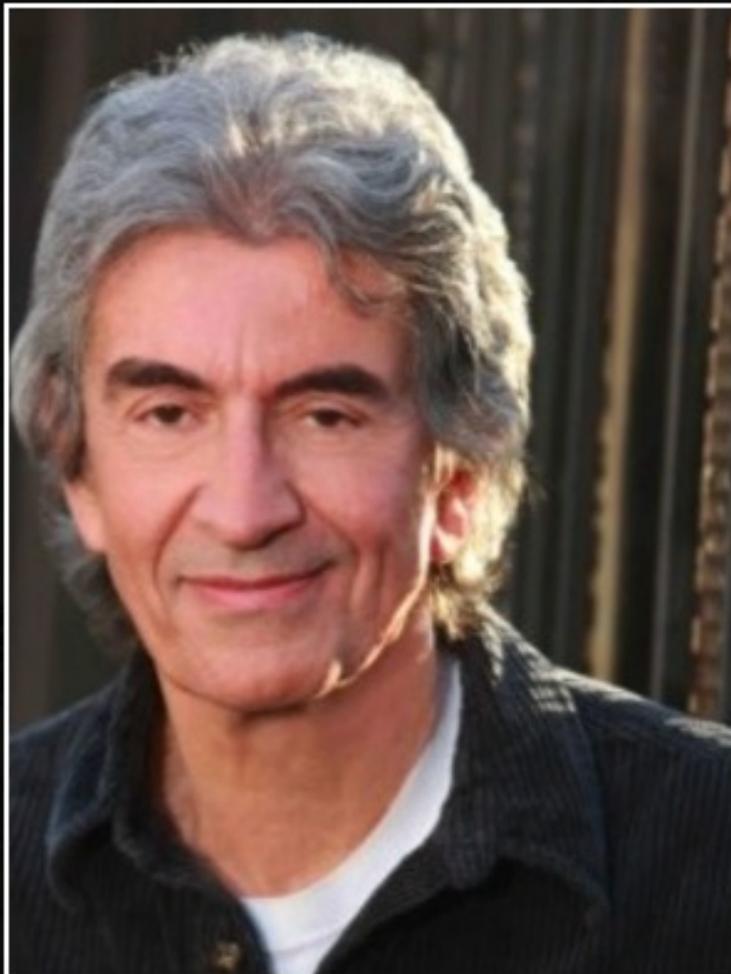


# Giving and Receiving





- Arrogant
- Blocked Personal Learner
- Lack of Composure
- Defensiveness
- Overdependence on a Single Skill
- Overmanaging
- Political Missteps



Those who say "it's not personal, it's just business" are lying. All business is personal, and the best business is very personal.

— Rick Lenz —

AZ QUOTES

# Triggers



 Truth

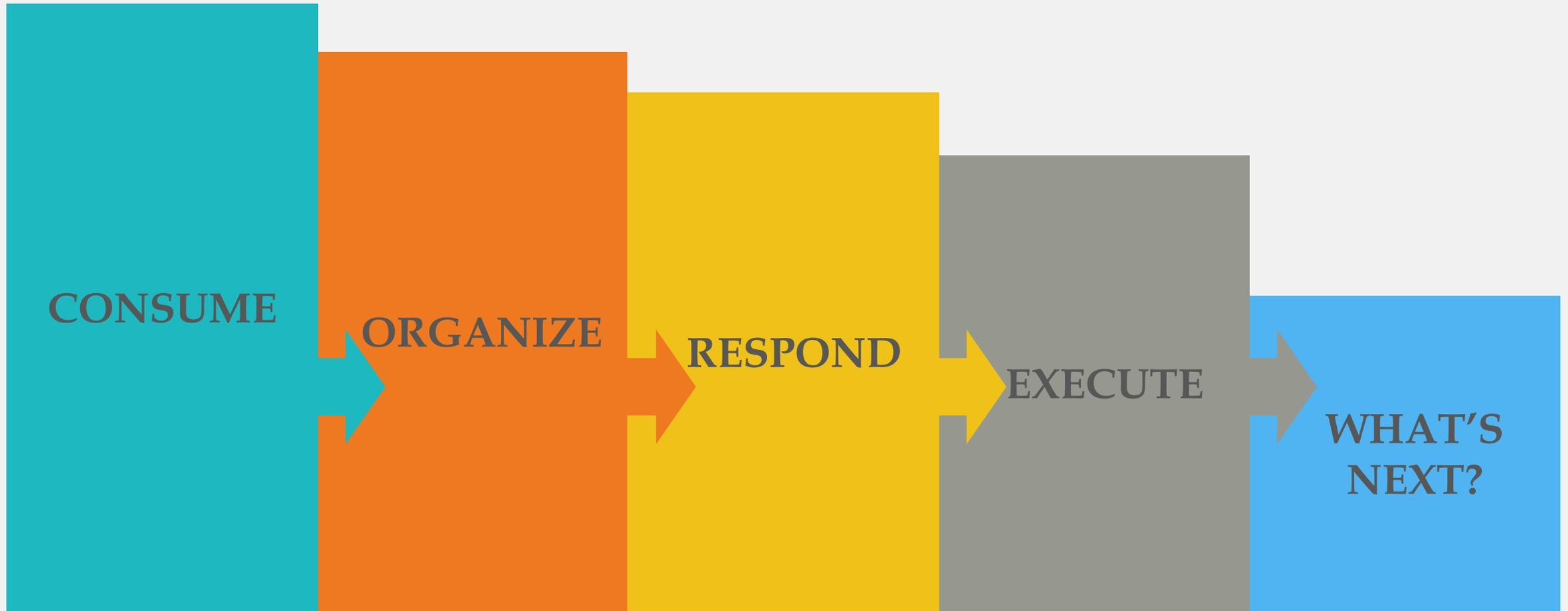
 Relationship

 Identity

**Just because it's good  
for you, doesn't mean  
you have to like it.**



# Unpacking Feedback





# It's Personal, Possible, and Productive

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- Active listening is more than hearing, active feedback is more than receiving
- The diamond is in the midst of the carbon, at the CORE
- Consider removing immediacy and allowing process
- Who do you know struggling with a trigger, with a career staller, with a block?



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*Thank  
You*

Frustration Free Feedback? available online via the OKC Metro Employer Council  
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