

“Thanks for the Feedback”

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Equis Consulting



2022 SPRING
SYMPOSIUM

April 25-27, 2022
The Westin Indianapolis
Indianapolis, Indiana



Feedback

*Pave the path
to achievement*

Quote For Today

*“While no single conversation is guaranteed to change the trajectory of a career, a business, a marriage, or a life –
any single conversation can!”*

- Ken Blanchard



Feedback

*Pave the path
to achievement*

Thanks? For the feedback



Blah...
Blah...
Blah...
Blah...



Feedback

*Pave the path
to achievement*

Thanks? For the feedback

What makes receiving feedback so hard?

- A. Threatens our sense of self
- B. Feels judgmental
- C. Usually given badly



Feedback

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Feedback Stress Test

Social Experiment to Measure
Cortisol Levels:

- Timed Assessment
- Basic Math
- Silent Observer



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Feedback

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Feedback Stress Test

Social Experiment to Measure
Cortisol Levels:

- Timed Assessment
- Basic Math
- Critical Observer



Feedback

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Feedback Stress Test



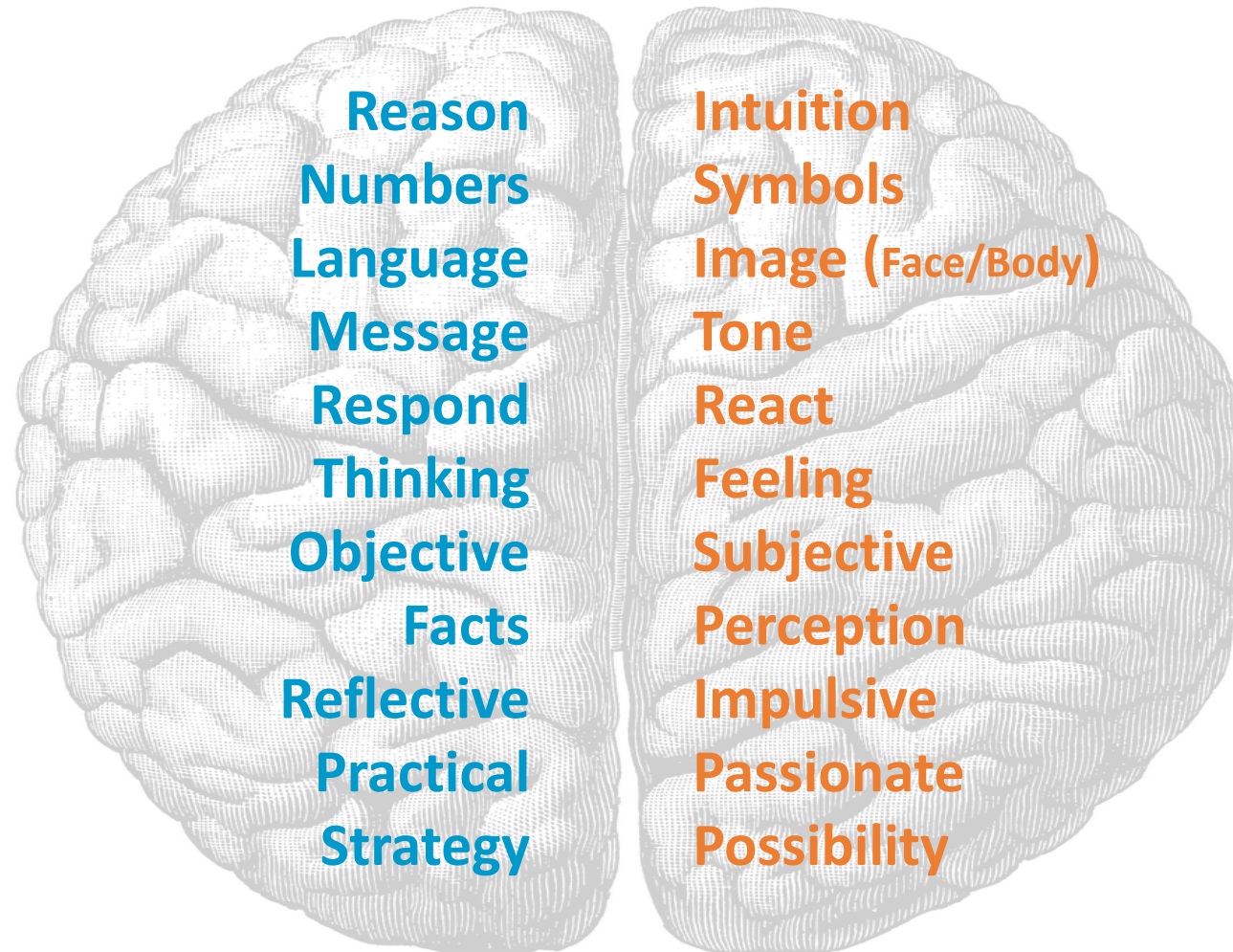
*We are currently
experiencing
technical difficulties.*

Please Standby...

Your Brain on Stress

Feedback

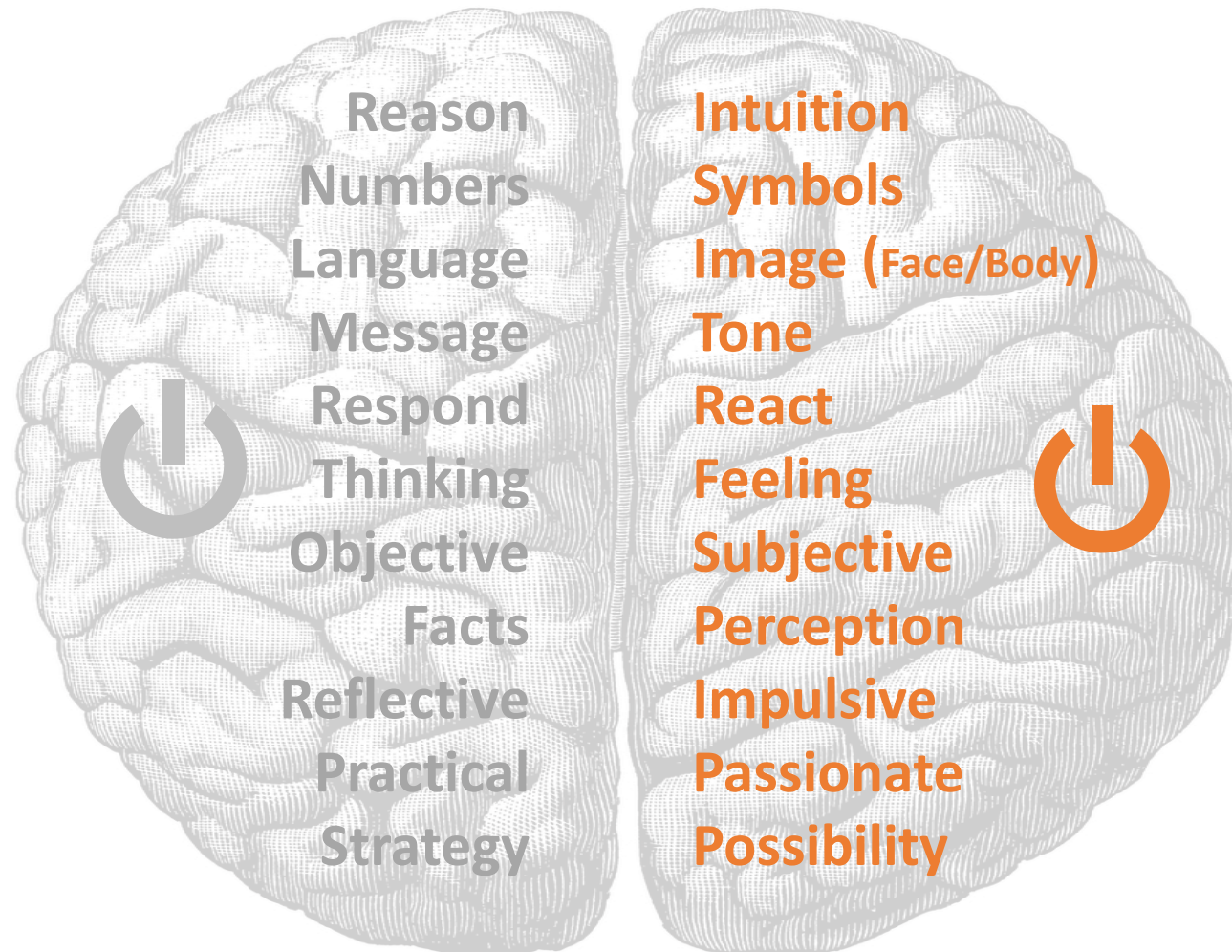
*Pave the path
to achievement*



Your Brain on Stress

Feedback

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Your Brain on Stress

Feedback

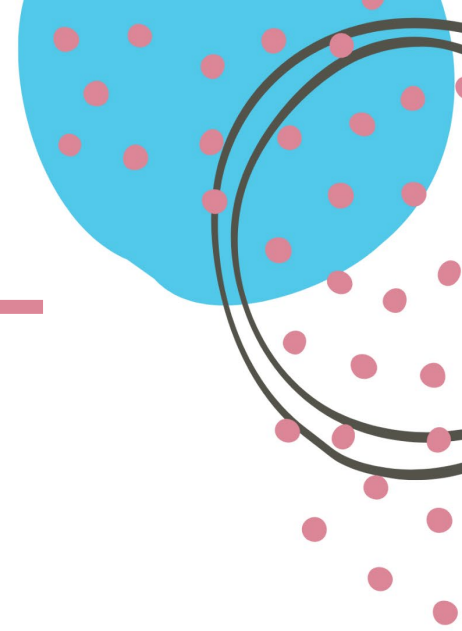
*Pave the path
to achievement*



Reason
Numbers
Language
Message
Respond
Thinking
Objective
Facts
Reflective
Practical
Strategy



Intuition
Symbols
Image (Face/Body)
Tone
React
Feeling
Subjective
Perception
Impulsive
Passionate
Possibility



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Words of Wisdom

“The fastest way to create a culture of feedback in an organization is for leaders to become better receivers.”

- Sheila Heen



Feedback

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Feedback Benefits

What is an important benefit of receiving feedback?

- A. Improves performance
- B. Provides choice points
- C. Builds trust



Feedback

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Feedback Benefits

What is an important benefit of receiving feedback?:

- A. Improves performance
- B. PROVIDES CHOICE**
- C. Builds trust



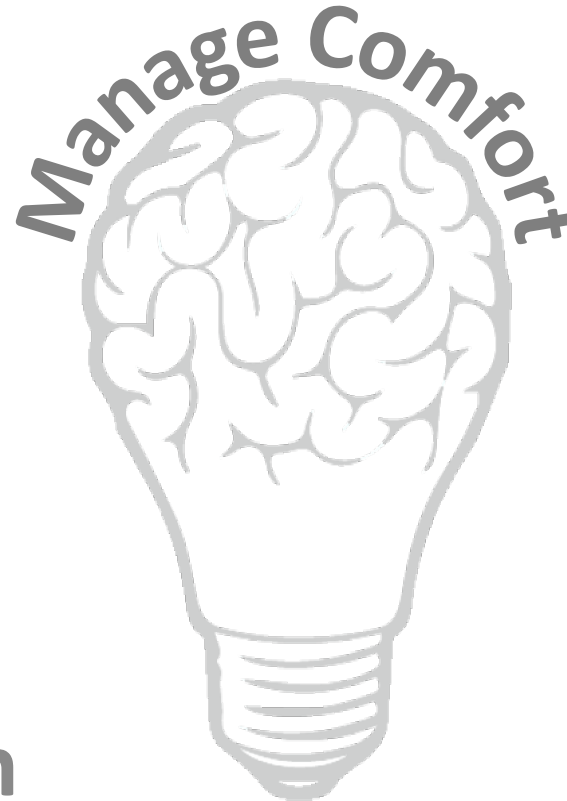
Feedback and Choice

Feedback

*Pave the path
to achievement*



Take In
Information



Make
Decisions

Feedback First Aid

Feedback

*Pave the path
to achievement*



Feedback

*Pave the path
to achievement*

Flack Jacket

Suit Up!

Develop an External Boundary

Physical Safety

- Distance
- Touch



Feedback

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Firewall

Own Up!

Develop an Internal Boundary

Psychological Safety

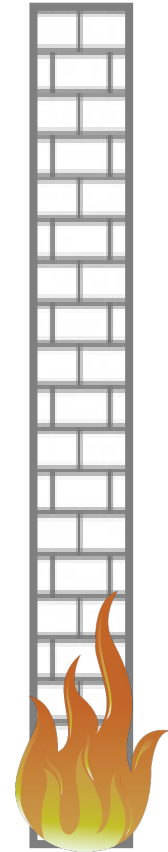
- Thinking
- Feelings
- Behavior



Feedback

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Firewall



Thought



Feeling



Behavior

Feedback

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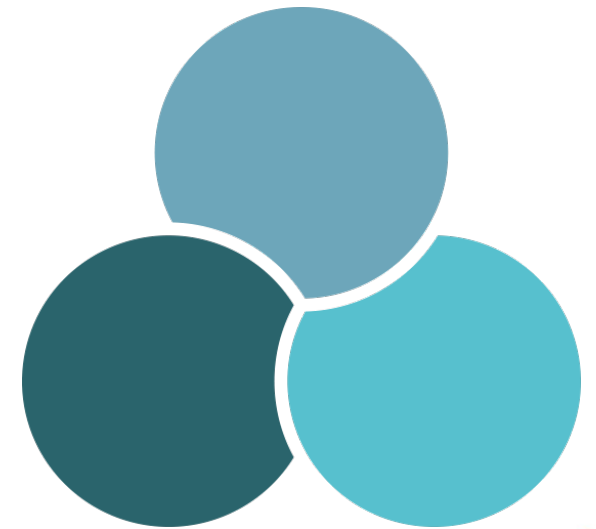
Framework

Show Up!

Develop your Skill Level

Conversational Safety

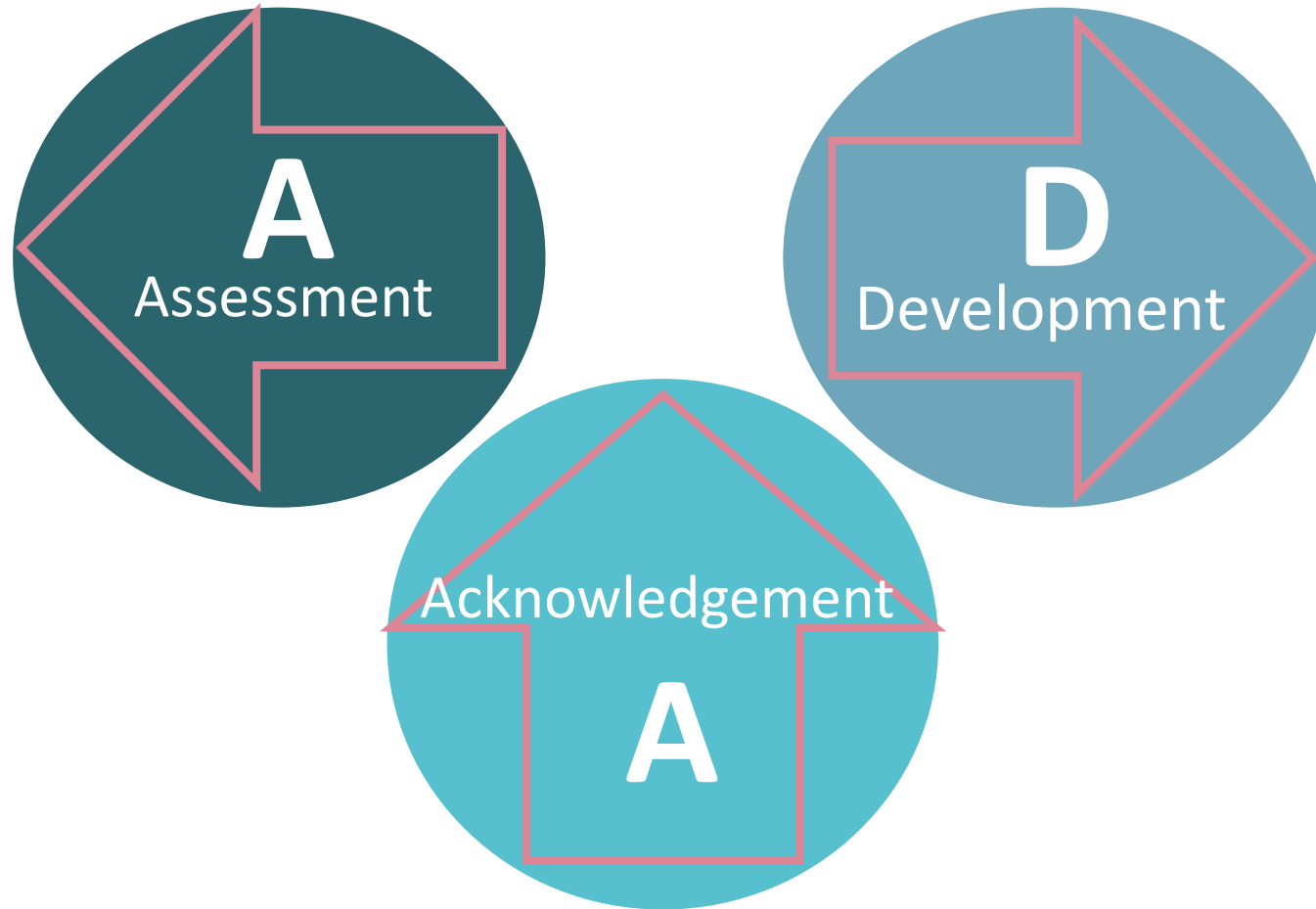
- Assessment
- Development
- Acknowledgement



Feedback

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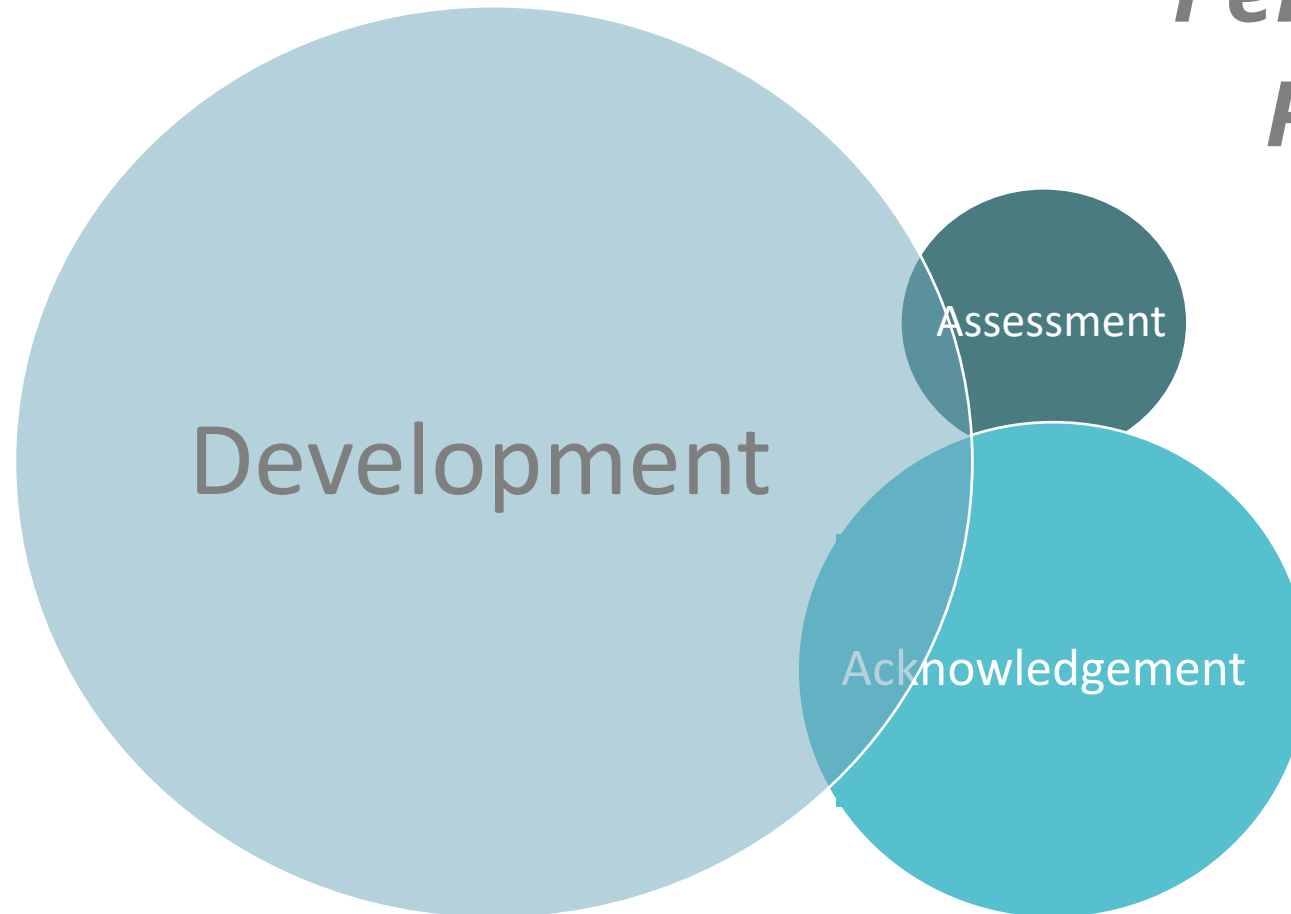
Framework



Feedback

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Framework

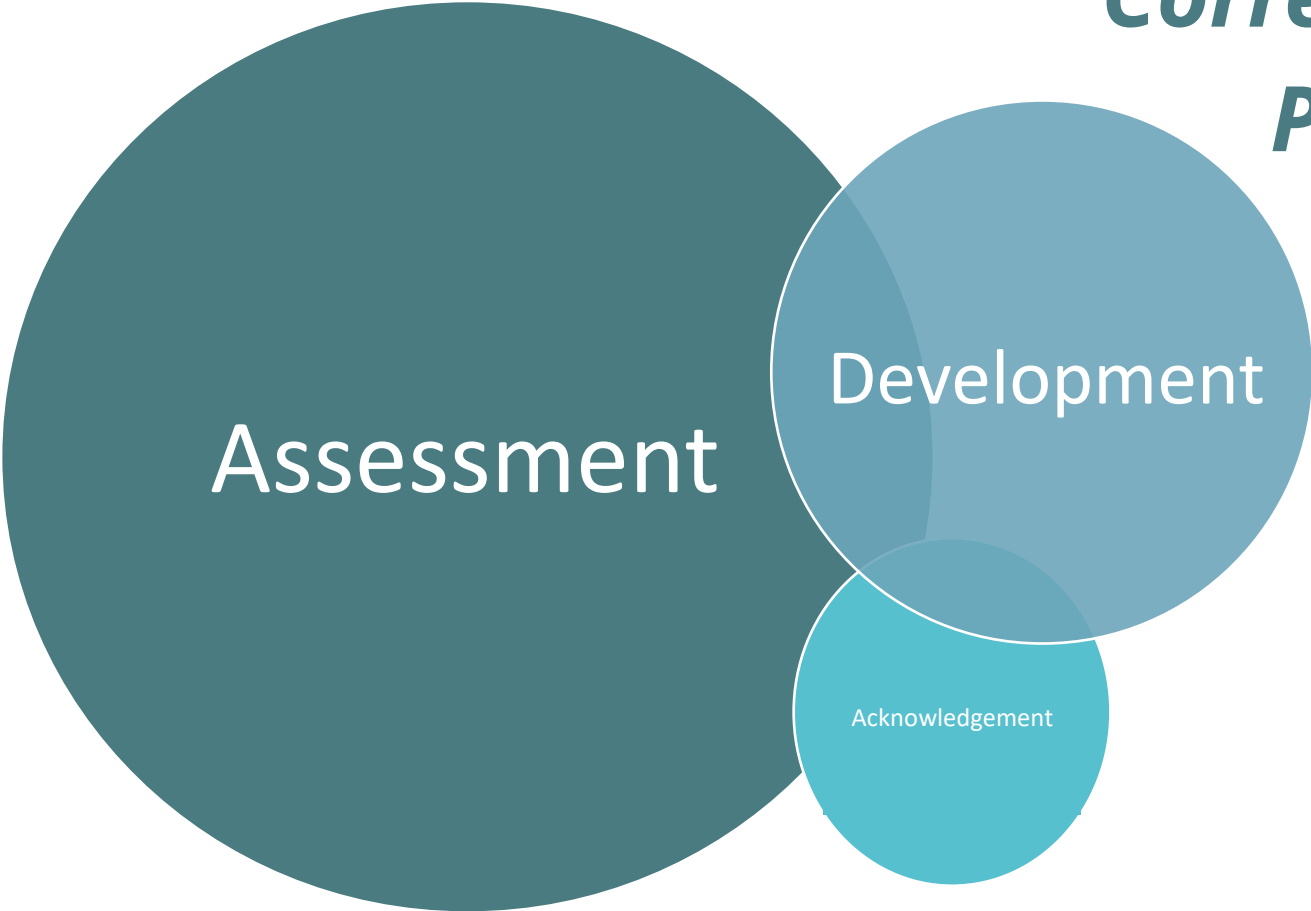


*Personal
Profile*

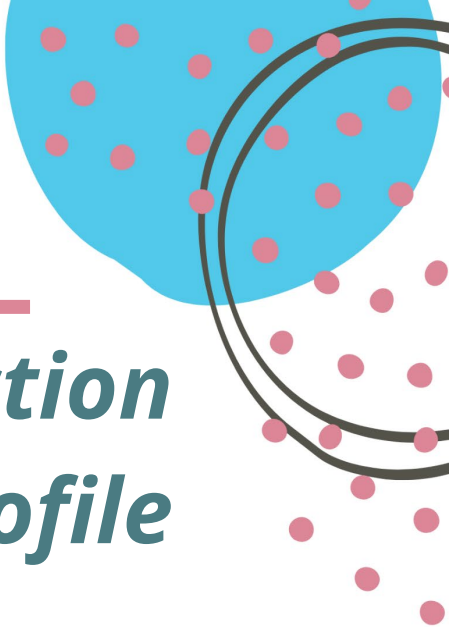
Framework

Feedback

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*Correction
Profile*



Framework

Feedback

*Pave the path
to achievement*

EQUIS
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Acknowledgement

Development

Assessment

*Recognition
Profile*

Feedback First Aid

Feedback

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Feedback

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What Feedback is **NOT**

- *Judgement*
- *Gossip*
- *Blamestorming*
- *Opinioneering*



Feedback

*Pave the path
to achievement*

Feedback ReACTions

- True
- Not True
- Questionable



Feedback

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Feedback Hot Buttons

- Accuracy
- Credibility
- Honesty
- Identity



Feedback

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Accuracy

The **Feedback** is:

- Not True
- Not Complete
- Not in Context



Feedback

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Credibility

The **Person** is:

- Not Qualified
- Not Competent
- Not Informed



Feedback

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Honesty

The **Motive** is:

- Deceptive
- Manipulative
- Harmful



Feedback

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Identity

The **Feedback** generates:

- Shame
- Guilt
- Blame



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Feedback ReACTions

- True
- Not True
- Questionable



DON'T
FORGET

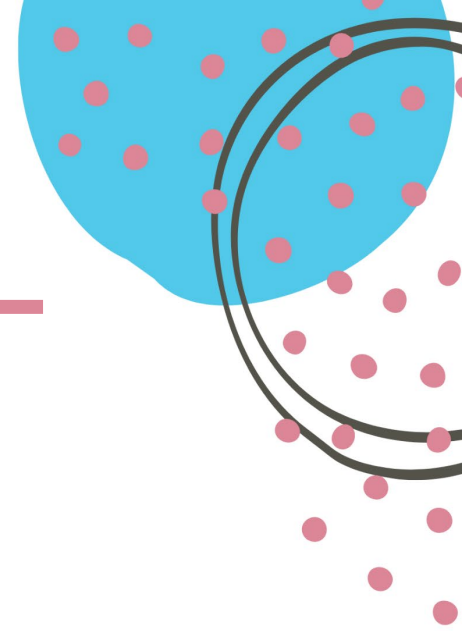
Feedback

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Offering “Checklist”

- ✓ The person can hear it.
- ✓ The person can do something about it.
- ✓ I am the best person to deliver it.
- ✓ My intentions are clean in giving it.

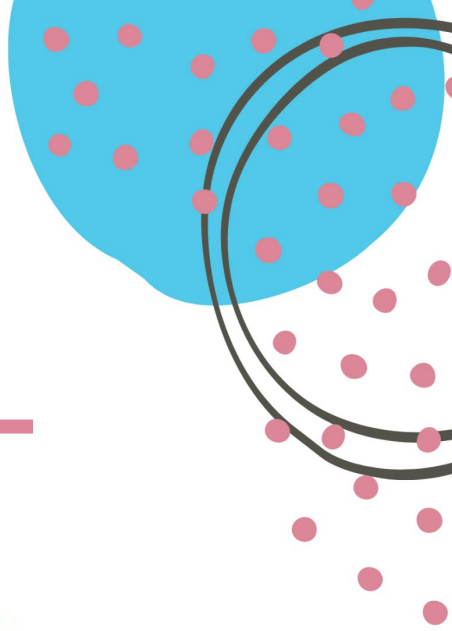


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Thank You For Attending!



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