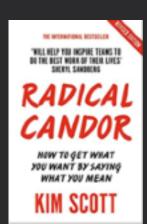
CARE PERSONALLY

Ruinous Empathy RADICAL
CANDOR

SILENCE

CHALLENGE DIRECTLY

Manipulative Insincerity Obnoxious Aggression



\$#@!



Receiving feedback is tricky because...

- 1. We might be receiving feedback from someone who lacks delivery skills.
- 2. We might be at the hands of a skilled person, but we don't know their intentions.
- 3. Unlike when we're giving feedback and we schedule it and know precisely what we're going to say or do, when we're receiving feedback, we can sometimes be taken off guard.

