

# Using feedback to ignite your personal & professional growth

## FEEDBACK YOU HAVE FOUND CHALLENGING TO RECEIVE

Think of some feedback you received in the past that you rejected. Why didn't you take the feedback? The problem is that we often decide too soon what to do with the feedback based on our initial triggered reaction to the feedback. There are three categories of triggered reactions to feedback that we may have.

**Truth Triggers:** The substance of the feedback is somehow off, unhelpful, or untrue.

**Relationship Triggers:** We react to who the feedback is coming from and how we feel treated by them or what we think about them.

**Identity Triggers:** The focus is neither on the feedback nor the person giving it, but rather it is about how we feel about ourselves. Identity triggers occur when the feedback is too upsetting or undermines our sense of who we are.

To get better at receiving feedback, and learning how to grow we must be able to recognize our triggered reactions. Choose a piece of feedback you have recently received from someone that you did not agree with. Ask yourself the following questions.

1. Which of the three triggered reactions did you experience when you heard the feedback. Circle or highlight your response.

Truth

Relationship

Identify

2. Which of the triggered reactions do you think you experience most often?

Truth

Relationship

Identify

3. Reflect on the feedback that you received and ask yourself "What was wrong with the feedback" and "What might be right about the feedback". Record your thoughts in the boxes below.

What's wrong with the feedback?	What might be right about the feedback?	How could having a growth mindset allow you to put the feedback to better use?

## GROWTH OR FIXED MINDSET

1. Do you think you tend toward having a fixed or a growth mindset when it comes to receiving feedback?
2. How has this changed over time?
3. Does it shift depending on the context (for example: you have a growth mindset regarding your diet and exercise but a fixed mindset when it comes to your relationship with a family member).

Research suggests that how you react to feedback — whether it upsets you or you take it in stride — is due at least in part to your wiring. The variability in sensitivity to feedback can vary up to three thousand percent in terms of how individuals react emotionally, and how long it takes them to recover.

Use the table above to record your reactions after you receive feedback and analyze which triggered response you felt to the feedback. By adopting a growth mindset and understanding your triggered reactions to feedback you can regain your footing, and turn even upsetting feedback into something that you can work with, and use to grow.