



Week 2: Create Leadership Habits

Unit 5: Receiving Feedback

Receiving Feedback

Asking for and Receiving Feedback

“We get feedback every day of our lives, from everyone in our lives. Feedback can be the source of great pain and frustration, but it is also key to our learning and growth professionally and personally.” Sheila Heen

- There are three kinds of triggered reactions that people have to feedback.
 - Truth Triggers: Is the feedback correct, is it accurate.
 - Relationship Triggers: Feedback lives in the relationship between giver and receiver. We often have a bigger reaction to who is giving us the feedback rather than what they are saying.
 - Identify Triggers: This is your emotional reaction to the feedback and the story you tell yourself about who you are.
- Feedback sits at the junction of two human needs
 - The need to grow and learn
 - The need to be accepted and respected for who we are

Thank you.

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