

What's Holding You Back?
Lesson 6: Are You Hungry For Feedback
September 12, 2005

Chicago Event Mannaquest Recap: Great Event!
Jerry Wiens On San Antonio Regional Cruise

Week 6 of: "When Good Intentions Run Smack into Reality" by Brian Klemmer

1. You must be an expert at giving and receiving feedback
 - A. Here is the question: Are you stuck?
If not, are you growing exponentially?
Either way, get feedback NOW.
 - B. Feedback should be a constant part of your diet
Rate yourself on giving feedback
Rate yourself on receiving feedback.
Feedback: the information from which you can make corrections, be more effective, and make timely changes
 - C. Rid yourself of any resistance you have to feedback or you will never want it.

2. How to receive feedback
 - A. Realize that feedback is not the "Truth"
Feedback is merely someone's viewpoint; not truth. Take it and assimilate it. Use it to make corrective adjustments; it can only help you. Dismiss it where it is badly sourced.
Example: You ask your son how he is doing, anything wrong?
He says "I feel that you do not love me." Now, you know that is not true; but do you not want to know that he is feeling that way so you can perhaps change your behavior to affect a different response?
 - B. Realize feedback says nothing about you.
It is merely their response to you. See above example...does this mean you don't love your son?
If you take it personal, where do you go? resentful, defensive, anger, frustration...all those negative emotions.
Feedback is just information. Choose not to make it so personal.
 - C. Have multiple sources of feedback. This will give you many differing viewpoints upon which to base any change in behavior.
It is much more valuable than from just one person.

3. How to give feedback

Reason: every time you withhold feedback, you deny someone else information they need to make better decisions. Do you want others to treat you that way?

A. Focus on making a contribution.

1) Most people do not give feedback for one of two reasons:

a) Our program “I need to be liked” gets in the way; we fear someone will not like us.

Leaders interfere in people’s lives to get them to do things they otherwise would not do.

No feedback, not a leader!

b) We do not feel we are expert enough. It is not about truth it is about how you feel, based on your experiences in life.

2) Describe your opinion on feedback first; then ask permission to give the feedback. Otherwise, you may get a response you are not wanting.

B. Be unattached to the reception of your feedback

In other words, carry no expectation of changing someone’s life.

1) You are not trying to convince a person of something; You are merely offering a viewpoint...so be unattached after the offer.

2) Form: “My experience of you when you ...” This is offering your opinion, not truth. Stay out of judgment.
Another form: “What worked from your viewpoint and what did not work?”

4. There are 3 people you want feedback from all the time. If you do not have these three then create them in your life. You want feedback from everyone but especially these three.

A. **Coach** “A coach is a great system for organized interference.”

A coach will help you see blind spots. Inherent in a coach is the permission to give feedback.

Do your homework on selecting a coach:

1) Make sure he has experience in your field.

2) Holds people accountable for standards.

3) Sets the context by operating from those same standards.

4) Tells the truth so people hear and understand

5) Causes people to win when they otherwise would not

6) Interferes in people's lives to get them to do things they otherwise would not do.

The last characteristic is perhaps the most important: our belief systems have us on automatic...to preserve the status quo.

B. **Mentor**: Unlike a coach, a mentor needs permission to coach, a mentor is someone you choose to model yourself after. You read about them, you watch them, you study them, and yet you may never have a personal conversation with them.

- 1) As with a coach, you must do homework to find
- 2) You can work for a mentor...it is an obligation of a good leader to be a mentor.

On becoming a mentor, you must be willing. Takes time and energy and can not mentor a lot of people in your life. It takes vulnerability.

C. **Accountability Partner**: a person who accurately accounts for things, holds your feet to the fire.

Ken Blanchard: "An accountability partner is a truth teller."

- 1) Need a partner first and then put a system in place to insure the accountability actually takes place.
- 2) Characteristics:
 - a) you can tell them anything
 - b) they are not intimidated by you
 - c) you will be honest with them

Value of feedback: "When it comes right down to it, all of this is about you being the best YOU possible! It is about you becoming everything you are capable of becoming! And usually this is much more than you can envision on your own."