

Identifying Feedback Triggers

The ability to receive, process, and address feedback is a skill critical to one's professional development. However, receiving feedback properly requires maturity, honesty, and a commitment to improvement.

When processing feedback, consider whether your response to one of the following is due to a:

Truth Trigger: off-base assessment/advice

Definition: is set off by the substance of the feedback itself--it's somehow off, unhelpful, or simply untrue.

Example: ^{33 offices} You receive critical feedback on your ability to perform a procedure. You've done the same procedure multiple times before and never have had any issues and can't understand how this feedback is accurate.



Relationship Trigger: issues with the giver

Definition: is tripped by the particular person who is giving us feedback.

Example: A peer gives you critical feedback on a manuscript. You argue that they have no background in the research area or methodology and therefore couldn't possibly know what would make the manuscript better.

Identity Trigger: issues with our identity

Definition: is set off when the feedback, regardless of whether it is right or wrong, wise or witless, has caused our identity to come undone.

Example: You received in your opinion overly harsh student evaluations and now are wondering whether you are a qualified educator.



Reference:

Stone, D. & Heen, S. (2014). Thanks for the Feedback: The Science and Art of Receiving Feedback Well. New York: Penguin.

