

How to deal with negative feedback

(when there's no sugar coating or silver lining)

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1) Defensiveness

2) Despair

3) Dealing with it

4) Development



Wounding



Wearing Down

**Wounding
Negative
feedback**



**Your Top 5
Tips?**





Filing cabinet?

OR

Shredder

1) Do I trust this?

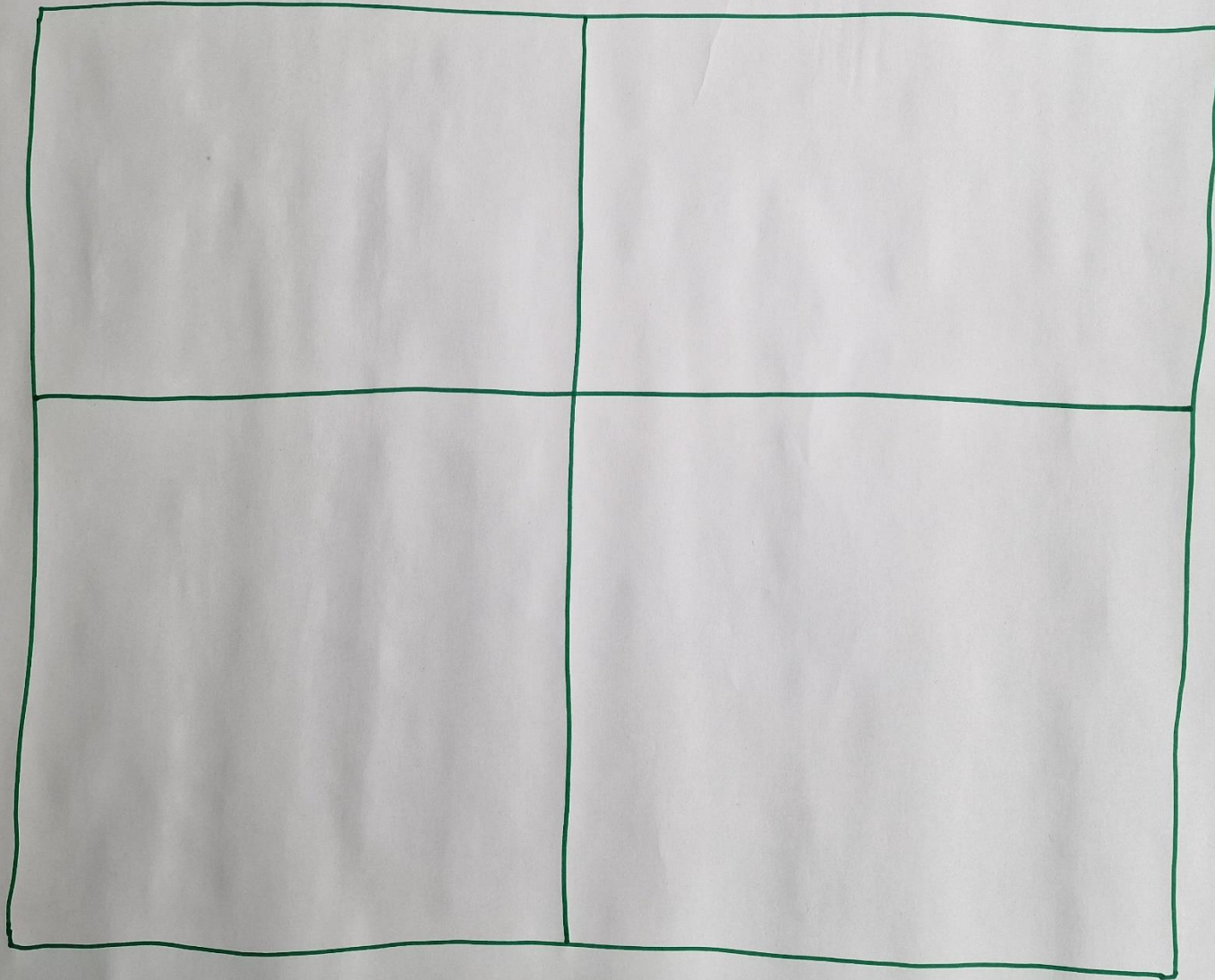
No = Shredder = The End

***Yes = Filing Cabinet = Move to
question 2***

**2) Isolated feedback? Or
an emerging trend?**

Isolated = bottom drawer
Emerging trend = top drawer

SET BACK SQUARE



SET BACK SQUARE

1) MY FAULT	2) THEIR FAULT
3) NO ONE'S FAULT	4) ACTION?

SET BACK SQUARE

<p>1) MY FAULT</p> <ul style="list-style-type: none">- Behind Time- Rushed Job	<p>2) THEIR FAULT</p> <ul style="list-style-type: none">- CEO - lack of time worsening dynamic- Team - disturbance / interruptions
<p>3) NO ONE'S FAULT</p> <ul style="list-style-type: none">- Funders besieged by bids / applications	<p>4) ACTION?</p> <ul style="list-style-type: none">- Talk to CEO- Talk to team- <u>USE</u> my time Planning system

MY

FAULT!

THEIR
FAULT!

SET BACK SQUARE

<p>1) MY FAULT</p> <ul style="list-style-type: none">- Behind Time- Rushed Job	<p>2) THEIR FAULT</p> <ul style="list-style-type: none">- CEO - lack of time worsening dynamic- Team - disturbance / interruptions
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Wearing Down Feedback





GRIT



A group of cyclists are racing on a road. In the foreground, a cyclist in a blue jersey and white helmet is leaning forward, pedaling hard. Behind him, several other cyclists in various team jerseys (light blue, white, dark blue) are also racing. The background shows a road with trees and a cloudy sky.

GRIT =

- Passion
- Perseverance
- A...?

A group of cyclists are racing on a cobblestone road. The cyclist in the foreground is wearing a blue jersey with 'SUZUKI' and 'CASTROL' logos, a white helmet with 'POLIZIA' and 'KAX' text, and a yellow Cannondale frame. Other cyclists in various team jerseys (light blue, white, dark blue) are visible behind him. The background shows a line of trees under a cloudy sky.

GRIT =

- Passion

- Perseverance

- Acceptance

**What do you
need to accept?**

**1) Immediacy culture
makes everyone more
impatient.**

**2) Every job in the
modern world involves
dealing with other
people's issues.**

**3) You never know
someone's story**

4) Community spirit is a protective glue to help us through the tough times.

A group of cyclists are racing on a cobblestone road. The cyclist in the foreground is wearing a blue jersey with 'SUZUKI' and 'CASTROL' logos, a white helmet with 'POLIZIA' on it, and a yellow Cannondale frame. Other cyclists in various team jerseys (light blue, white, dark blue) are visible behind him. The background shows a line of trees under a cloudy sky.

GRIT =

- Passion

- Perseverance

- Acceptance

T.E.S.T

Temporary

T.E.S.T

External

T.E.S.T

Specific

T.E.S.T

Thankful

Happy Anchors



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