

Saturday

Feedback
Feelings, Emotions and Vulnerability
Communication
Enhancing Relationships

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Offering Feelings in Feedback

Primary Feeling Families

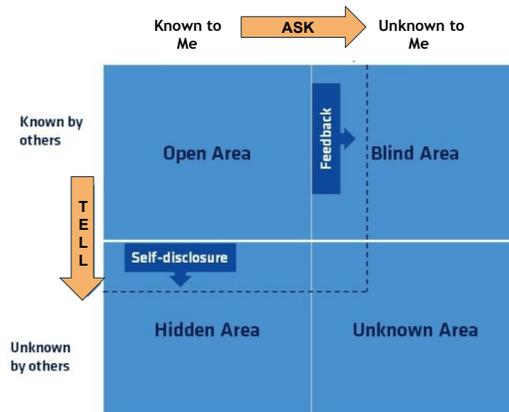
Mad
Sad
Bad
Glad
Afraid

Find one from last night or this morning

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Johari Window: Self-disclosure & Feedback



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Feelings & Emotions

- ▶ Critical element of deepening the conversation
- ▶ Effects of emotional suppression can lead to incongruence & “leakiness” in one’s behavior
- ▶ Early warning system - feelings indicate how important the content is & informs the other person of how to respond to you
- ▶ ALL feelings you feel are valid (even if they are conflicting)
- ▶ Expression as a form of self-disclosure
- ▶ No need to negotiate with your feelings (not zero sum)
- ▶ Mindset matters
- ▶ Awareness & skill gives choice to how you act & react (affect labeling)

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Why don't we give feedback to others?

Internalized Rules

CONSIDER ...

Rules may be outdated
Different settings have different rules
Update your "shoulder voice"

Emotional math

Emotional math

- *Share both*
- *Easier to deal with when small*
- *Bad news doesn't age well*

History

New setting, new skills, ...

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Why don't we give feedback to others?

Protection:

CONSIDER ...

Share both

- Concern
- Reaction

Identity/Reputation:

Not = who you are

Missing skills:

Risk / Zone of learning

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Receiving Feedback: Suggestions

- ▶ Listen to understand - not to respond
- ▶ Learn about the other & her/their experience
- ▶ Gather lots of data
- ▶ Learn about *impact* -- not "me" or my Intent
- ▶ You decide what to use and how

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Giving and Receiving Feedback:

Yes:

Building muscle
Learning to have "learning conversations"

Not:

Figuring out "the right answer" or "the universal truth/way to behave"

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