

# You Got



# ...Now What?

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## **We will examine:**

- **Barriers to receiving feedback**
- **Strategies for receiving and internalizing feedback**
- **How we move forward in ways that strengthen our relationships and communities**



slido



**What word/phrase comes to mind when you hear the word "feedback"?**

① Start presenting to display the poll results on this slide.



# Examples

- You didn't interrupt the person who used the N word.
- You didn't include information about male victims. It feels like you don't care about me.
- I can't access your food pantry because the doorway is too narrow for my wheelchair.





Notes

# Common defensive responses when we've caused harm:



## Personally:

- Feeling shame
- Feeling overwhelmed
- Avoiding
- Rationalizing



## With the person who gave feedback:

- Denying
- Minimizing
- Blaming
- Referencing proximity
- Demanding to talk
- Policing tone



## With others:

- Performative apologies
- Eliciting Care Taking



# The impact of the belief ***Feedback means I am a bad person.***

## Value

### What we believe

I am a good person.

Good people don't hurt others.

## Feedback

### Feedback we receive

"What you did was harmful."

## Brain and Body Response

### Cognitive

"They are saying I'm a bad person."

### Physiological

Body interprets as threat. Heart rate and breathing increase, fight/flight/freeze response.

### Emotional

Cry, yell, shut down.

## Verbal Response

### What we might say

You're being mean."

"You're calling me a racist. I'm not a racist!"

## Impact

### What results

Defensive posturing  
Diminished trust, safety, morale.

Likely to cause future harm.

Missed opportunity to learn.



# Recognize feedback as normal



Parenting



Supervising



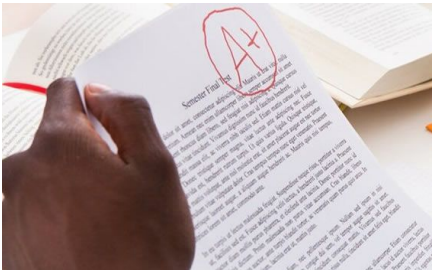
Coaching



Serving



Hygiene



Learning

Commonly confused words 

I wasnt sure what to except.

I wasn't sure what to expect.

Electronics



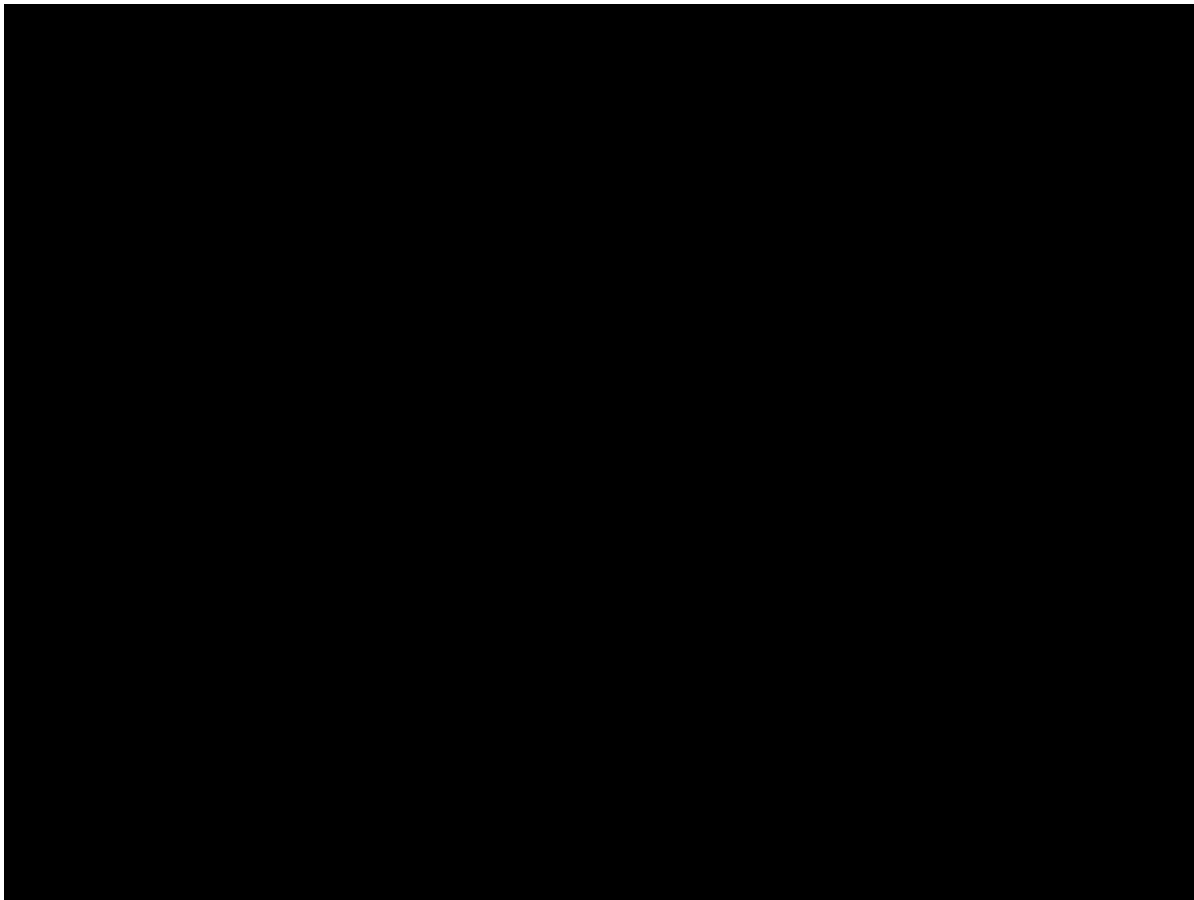
Driving

## Perspective shifts:

- Listen and breath
- Choose curiosity.
- Realize everyone can grow.
- Have empathy.
- Consider it an invitation.
- Acknowledge impact.

IMPACT > INTENT

What might this look and sound like?



# Let's Practice!

1. Express gratitude
2. Clarify
3. Validate
4. Offer action
5. Follow through
6. Process elsewhere



# Everyday Practices

- Invite it early
- Seek it in everyday interactions
- Don't ask the person you're seeking feedback from work harder than you do
- Give credit
- Continue learning
- Have an accountability buddy









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