

## Power Choice #10– Feedback

Do **YOU** see value in receiving **feedback**?  
Once **YOU** receive **feedback** do you take action to enhance your  
skills and talents or change limiting behaviors?  
Are **YOU** able to give honest constructive feedback to others?

**If YOU are Interested...**  
**Please read on!**

- Learn techniques to that can help **YOU** to elicit meaningful **feedback**!
- Learn to use **feedback** proactively to help you to be your personal best!
- Learn tools and tactics that will help **YOU** to take action on **feedback** that receive personally and professionally!
- Learn to **improve YOUR** capacity to share meaningful **feedback** to help others to grow and change!

We are interested in helping **YOU** build **YOUR** capacity to enhance your **feedback** capacity and overall potential with strategies, processes and tools that will support life-changing actions. If your desire to have a life filled with purpose, balanced health, social responsiveness, enhanced ethical behaviors, mental growth, nurturing family relationships, amazing career performance and financial success, than contact Laura or Leanne to begin **YOUR** first steps to use **feedback** to improve **YOUR** potential.

**“Feedback can be defined as a process one engages to improve performance. Providing information that will lead to self-corrective action.”**

Laura R. Novakowski

We invite you to our websites (see below) to subscribe to **Power Choices®** and we hope that you choose to discover how **feedback** can change your life!

### Giving & Receiving Performance Feedback

Peter R. Garber



**“There is no failure. Only feedback.”**

Robert Allen

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## Use A Feedback **L.O.O.P.** to Enhance **YOUR** Performance

Laura R. Novakowski

**"I have had a lot of feedback about my remarks and 99.9 per cent of it makes me regret what I said,"**

Paul Casey

Here are two important questions that people are often afraid to ask, but will make all difference to support your performance growth...

- ✓ "How am I doing?"
- ✓ "What am I going to do with the feedback that I received that I am receiving?"

**Feedback** can be described as a process that provides us with information, impressions and guidance. This process can affect the difference between good performance and great performance. All too often we dread performance evaluations, annual reviews or just plain criticism from peers, bosses or partners. A subtle shift in our mindset can help us really tap into the value to be derived from **feedback**.

Receiving advice, especially when it is unsolicited or following a less than positive situation such as loss of a job, ending a relationship, failing in a course or project, threatens our self-image, ego, and ultimately our motivation. However, proactively, assertively asking for input from people that we respect and admire, or the person that ended the relationship is a powerful choice.

In Peter Gerber's book, ***Giving and Receiving Performance Feedback*** he provides a dynamic new model for employee performance improvement. Gerber introduces positive, alternative approaches such as the new concept — *self-directed **feedback*** - that can be applied not just in the workplace, but in all aspects of life. Using the techniques of *self-directed **feedback**, reflection and 360 degree evaluations*, to name a few, can help you to gain insight into your performance gaps, as well as, helping you to more clearly understand your strengths in order to enable you to grow personally and professionally.

**Feedback** is a process or a **L.O.O.P.** The first step to successfully engaging in the feedback process is to actively **Look and listen** for information and insight into your competencies and capacities for a successful life. The more you prepare yourself for the evaluation and/or criticism the less negative becomes the situation and you are much receptive to the remarks.

Second, **Open your self** to all comments and critiques. That means the positive, as well as the negative. It has been my experience that we are generally much quicker to hear and even ask for critical **feedback**. Honestly and humbly asking for opinions about our performance, our attitudes and descriptions of our behavior is a very healthy approach to learning more about ourselves.

Third, **Overcome obstacles** that might prevent you from moving past the hurt and shame that shows up when you are less than perfect or have fallen flat on your face. Believing that people are genuinely interested and want to help was one of my biggest obstacles. When I realized that people wanted to help me, my **feedback** process became a whole lot easier.

Fourth, **Put into action** suggestions, ideas and thoughts that others have shared with you. Also, create your own internal mechanisms for self-evaluation. Be kind. We tend to be our own worst critic!

If you want to enhance your own performance – engage the **feedback L.O.O.P.!**

Laura Novakowski, MBA, RN  
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## The Feedback Mirror

Leanne Hoagland-Smith, M.S.

***"If you don't get feedback from your performers and your audience, you're going to be working in a vacuum.."***  
Peter M. Davis

***"Mirror, mirror, on the wall."*** How many times do we take the time to look at our businesses and our lives with the same intensity that we gaze into the mirror looking upon our reflection? Mirrors and feedback both are reflective tools that provide us with immediate answers.

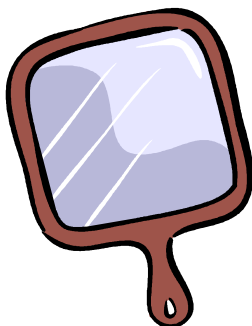
In the business world, reflection can be obtained through formal instruments. Performance evaluations or 360's are such tools for individuals. Organizations may deploy (would engage) assessments such as D.I.AL.O.G. Even with such proven tools, one can't help but wonder why performance improvement still lacks consistency in achieving the desired results.

The issue is three-fold. First, is one of understanding and applying the immediate results in such a way that further enhances performance. Unfortunately because of conditioning to taking tests (90% is good and less than 70% is not good), many individuals fail to receive the necessary and correct debriefing that these reflective tools require.

Second is that having an open mind is critical to the reflective feedback process. Being open to receiving the communication coming from another or yourself will further enhance reflection allowing you to see your unlimited potential.

Finally, the third issue is that everyone involved in feedback must have clear and well-articulated values. This is not the time for dishonesty, denials, excuses or hidden agendas. For feedback to truly be effective requires honesty and the ability to actively listen to constructive suggestions, ***then and only then***, will performance actually improve.

No matter your selection of feedback tools as long as your intent is to utilize this reflective process in a proactive manner then the results from your reflection will be clear and deep. Take the time necessary to truly appreciate the results from the feedback and then begin to infuse those results into your daily performance. Then, really incredible and magical things will begin to happen.



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## Feedback Greases the Wheel

Stephen Sisselman

**"Courage is not the absence of fear;  
it is acting in spite of fear"**

Stuart Avery Gold

Feedback is an important element in the way two interdependent entities interact. The role of feedback can be displayed by the interaction between *personal and business life wheels*. (see picture below). The *personal life wheel* consists of 6 sectors: social, mental, physical, ethics & beliefs, financial & career, and family. *The business life wheel* is divided into 4 sectors: sales skills, people skills, productivity, and time management. Keeping in mind the importance of relationship of the two wheels and their need for feedback to fuel their movement, please take a moment to read the following story about an experience I had a few weeks ago.

I stopped into a neighborhood fruit and grocery shop to pick up a few pints of my favorite soy ice cream (dulce no leche). At the register I was charged \$4.99 each and I complained because at another store down the road it only costs \$3.99 each. The clerk insisted it was the right price. I left paying their price and feeling a little disgruntled. After walking a block I forgot about it all.

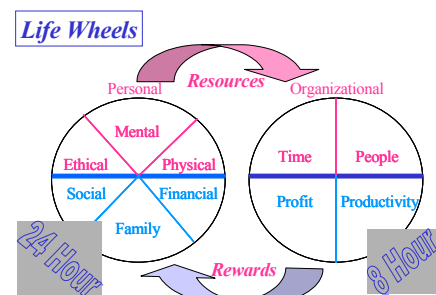
A week later I went into the same store around 8 pm to pick up the same items, was soaking wet after having spent time in the rain without an umbrella waiting for a bus, and having been up since 6 am. I suppose my mood could best be described as cranky. I went up to the register again and waited in line. A clerk told me "next" and I went up to the register. The clerk next to her told her "no" and she took the next 2 customers after me, inflaming my cranky situation. The other clerk finally said she needed to take care of me and I rolled my eyes. Finally, I was in front of her. She asked, "Do you remember last week you came into the store and bought 3 of the same items and you told me the price was wrong but I insisted it to be right?" I replied "Yeah". She continued to explain to me that after I left that night she investigated and realized I was right. She had over charged me and felt so bad about it that she admitted to losing sleep. At that point, my mood instantly went to delight and a huge smile came to my face wiping away any thoughts of the long wet day I just had. She refunded my money and I was quite thankful for her honesty.

Honesty in business is a cornerstone to building and maintaining a steady customer base. It enhances sales skills, can lead to better people skills, increases productivity of a better quality product, and saves time in the long run. The feedback that businesses receive regarding honesty practice relates directly with their own personal life wheels and those of their clients. For my story, each section of my life wheel was affected. Socially, I shared a smile with another customer because of the situation, mentally my mood became elevated, physically I became less tired, and ethically I felt amazed and renewed in the existence of honesty in business, financially because I got a refund and family because I shared the story with them. I am sure that the clerk's personal wheel was also affected because of her admission of losing sleep.

Looking into the future remember that every interaction we have in business with our clients results in feedback, fueling the turning of both the business and personal life wheels.

For this article I invite your own feedback. The story that I told left me feeling fantastic,. Please email me at [ssisselman@earthlink.net](mailto:ssisselman@earthlink.net) and tell me how the article impacted you. By giving and receiving feedback we open ourselves up for broadened worldviews, and much healthier balanced wheels of business and life.

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On a scale of 1 to 10, with 10 being **extraordinary**, score your **capacity to receive feedback** the following:

How does my **capacity to receive feedback** influence where I am in achieving my life's personal/professional success? \_

How does my **capacity to receive feedback** influence where I am in achieving my physical health and wellbeing? \_\_

How does my **capacity to receive feedback** influence where I am in achieving my mental growth and development? \_\_

How does my **capacity to receive feedback** influence where I am in my relationship with family and friends? \_\_

How does my **capacity to receive feedback** influence where I am in achieving my role in my community? \_\_

How does my **capacity to receive feedback** influence where I am in achieving my full financial growth potential? \_\_

How does my **capacity to receive feedback** influence where I am in achieving my full career, profession or business potential? \_\_

How does my **capacity to receive feedback** influence where I am in living my beliefs, ethics and beliefs? \_\_

How does my **capacity to receive feedback** influence my ability to change personally/professionally? \_\_

Evaluating **YOUR capacity to receive feedback** help you to stay focused on what is important and continue to set the stage for ongoing growth. The next step is to start a **Power Choice**® goal achievement system in an area that will help you to achieve **M.A.G.I.C.A.L.**™ goals.

If **you** want to discover some exciting tools and techniques to help you to expand **YOUR capacity to receive feedback** and to help you to double your performance potential please call:

**"The difference is astronomical in how you evaluate yourself and how you're evaluated in situations... We just got to stay positive. You really got to guard against defeatism...  
Mike Montgomery**



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