



THE mosaic PROJECT®

FEEDBACK **Generosity vs Judgment!!!** **Stars and Stairs!!!**

Ask yourself, who does this feedback serve????

Receiving Feedback:

We learn so much through feedback which is why it's a valuable gift. Feedback is a subjective observation – this is how I see you impacting me or the world; feedback is NOT just criticism. It can be positive.

We can take it as a gift, and we don't have to accept all of it. Let it land, take what feels true, then let the rest go.

- Kleenex box metaphor (3 options -- beat yourself, kick it away, or discern one piece at a time).
- Screen door metaphor (catch what's useful for you, let it land, and let the rest slide through).

Giving Feedback:

Feedback is SUBJECTIVE: It likely says more about the person giving it than receiving it.

- Think of it as gift or an offering. Stars and stairs! What are the stars (things that are going really well) and what are the steps to talk to reach more stars.
- Intention/ impact: We can only speak to the person's impact, not their intention.
- Where there is outward looking or feedback, there is opportunity for inward looking and learning. (What triggers me and what can I own in this?)
- Remember, your feedback is an offering; it is the other person's choice to accept it and use it, or not. Just because they don't use it, doesn't mean they didn't hear you. It may mean it contradicted with other feedback they have also received or that it just didn't ring true for them.
- There are ways we can give feedback that increase our chances of being heard:
 - o Context/ timing/ ask permission/ set intention for conversation (I want to be more connected; I want to be able to work better together; etc.)
 - o Get vulnerable. The more real and more empathetic you are, the more easily you will be heard.
 - o Validate intention, talk about impact.
 - o Mosaic Conflict Resolution is a powerful model. Use I Statements (switch the focus from you to I). I feel --- when I ---(observation) because I need --- (real need) and could you ----(clear present tense request)?
 - o feelings = indicators of unmet needs/ anger = masking emotion
 - o It helps to speak from your own experience when giving positive feedback too.

Holding Space:

Practice what we teach about respecting cultures and individual needs. "Check me always, and do so with love and without superiority." That's how we get our needs met.

- o Be aware that sexual stuff can make folks uncomfortable.
- o Keep in mind that sometimes we hit triggers, which cause folks to react with a tone of superiority. Hold the whole picture, with love. And be aware that the way we come to folks with these issues can shut people down.
- o Watch out for social righteousness
- o Strive for compassionate accountability.