Focus Forward with Feedback

Getting From Here to There

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OBJECTIVES

Learn how to:

• Keep your balance
• Respond effectively
• Create a future plan
“We all need people who will give us feedback. That’s how we improve”

- Bill Gates
5 Steps to Focus Forward

1. Change your lens
2. Express gratitude and acknowledge
3. Take time to consider and reflect
4. Seek clarity
5. Commit to SMART action
1. Change your lens
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- Internal → External
- Objective → Subjective
- Fixed → Growth Mindset
2. Express gratitude and acknowledge

Acknowledge ≠ Agree
2. Express gratitude and acknowledge

“Thank you” ≠ “I am happy”
3. Take time to consider & reflect

What truth might there be in this?
How/why might they see things differently?
Are there factual errors? How important?
What can I learn? About me? Them? Work?
4. Seek clarity

- Start with mutual goals
- Be specifically curious
- Speak tentatively
- Share your perspective
5. Commit to SMART action

Specific
Measurable
Attainable
Relevant
Time-bound
“Receiving feedback well doesn’t mean you have to *take* the feedback. Being good at receiving feedback means just that: that you *receive* it. That you hear it. That you work to understand it. That you share your perspective on it. That you reflect on it. That you sit with it. That you look for that (even tiny) bit that might be right and of value. *Then* you get to decide whether or not to act on it.”

- Sheila Heen, Debbie Goldstein
THANK YOU!

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