



Giving & Receiving Feedback  
Webinar Chat  
October 26, 2022

[introductions removed to reduce length of chat log]

00:45:12 Russell Brown: I finished our chart auditing plan and supporting documents to present to clinical and operations leadership.

I could have conducted a meeting better to steer it in the right direction.

I gave someone feedback yesterday.

00:45:41 Lora Ressler: Proud- wrote a simple script, Better- Communicate with youth group. Feedback - this am

00:45:42 Andrea Thompson: Good afternoon!

00:45:43 Cindy Thomas: @Russell thanks for sharing

00:46:02 Rebecca Carrico: paid my bills & call my sibling, to work on my to do list : yesterday & today received feed back

00:46:07 Beverly Hepburn: 1. I did my mammogram yesterday

00:46:10 Yvette Casey-Hunter: Off work- I cleared out my apartment and moved into another.

00:46:12 Andrea Jergensen: 1. I passed my Clinical ASWB exam on 10/17

2. Better time management

3. I picture giving feedback as a regular part of my job within my professional and clinical role

00:46:22 Lori Parrott: I felt proud about sharing your information on Focus and Attention with my team. I gave someone feedback just a short time ago

00:46:31 Charise Atiba: @Andrea- congrats!!

00:46:49 Beverly Hepburn: 2. Limit Sweets 3. Yesterday - from my supervisor

00:47:23 Andrea Jergensen: @Charise A.-Thank you!

00:47:39 Eunice Espinal: 1-Helped my overwhelmed Boss, 2-supported her sooner, 3- Today I gave the Frontend Supervisor feedback

00:47:54 Norma Parent: 1. I got married:) 2. I could have handled a delicate situation better. 3. yesterday at an evaluation

00:48:15 Cindy Thomas: Congrats @Norma!

00:48:43 Andrea Jergensen: Congratulations Norma!

00:48:55 SHURLONE WRIGHT: Congrats on your marriage

00:49:02 Elizabeth Brasier: 1. no issue giving feedback 2. finding enough time to do so regularly with all staff can be challenging

00:49:03 Lupe Rocha: It is difficult when it comes to other person reaction

00:49:08 Lora Ressler: Difficult - Negative reactions....Improve - give 2 positives to every 1 negative.

00:49:11 Jayapradha Nagenahalli: Convey negative feedbacks to sub ordinates is harder

00:49:14 Lupe Rocha: I will like to improve my confidence

00:49:15 Norma Parent: 1. negative feedback- I do not like confrontation.

00:49:25 Jessica Velez: 2. Making a professional development plan for that employee

00:49:38 Lori Parrott: Someone could take it wrong way and look at it as micro managing. I could improve in how often I give feedback

00:49:43 Kimeka Clark: 1. Response from the person.

00:49:45 Norma Parent: 2. I would like to work on delivering negative feedback

00:49:46 Andrea Jergensen: 1. I can have a direct approach which some people find off-putting  
2. I want to work on softening my approach when giving feedback

00:49:49 ALamelou Radjindrin: Reaction

00:49:51 Janell Kangas: 1) Difficult-we can never control the outcomes 2) Focusing on positives when delivering the negatives

00:49:55 Eunice Espinal: 1-Staff don't take feedback well, 2-Stick to the fact

00:49:56 ALamelou Radjindrin: Objective

00:49:57 Meital Fried-Almog: 1. Offending the person; feedback being misconstrued; feedback not given readily enough to make it actionable; 2. Being candid with the person; being able to give feedback to different staff roles with the intention of making our work and relationships stronger

00:49:57 Norma Parent: thank you everyone!

00:50:08 Kimeka Clark: 2. Being empathetic.

00:50:08 Sarah Reinstein: 1. Someone taking negative feedback personally 2. Work on how to give feedback and provide helpful suggestions without feeling micromanage-y

00:50:21 Dionne Dyer: giving feedback in not difficult for me. I struggle when the other person's reaction is not a positive reaction.

00:50:22 Aldeir Sotelo: 1) If the other person doesn't listen to the feedback or gets defensive then I likely won't bother

00:50:24 Yvette Casey-Hunter: 1. competing priorities 2. performance evaluation process

00:50:32 salvarado: the difficult part is that it may be taken the wrong way and the part to improve to use the proper words or etiquette

00:50:32 SHURLONE WRIGHT: Giving negative feedback is a challenge for me because I don't want anyone to feel bad about themselves and I don't know how one will take it

00:50:39 Lauren Elliott: Difficult is when someone acts passive aggressive or treats you differently once you give them constructive criticism

00:50:42 Gloria Douangsavanh: When an employee is always constantly negative

00:50:49 Samantha Coston: I have more difficulty pointing out what's right, Its easy to figure out what's wrong, but positive feedback isn't easy for me. How do you congratulate someone for doing their job

00:50:52 Beverly Hepburn: Making sure I convey the correct message, 2. Knowing what / how to give feedback correctly

00:50:55 Danielle Tenorio: Start the conversation with something positive

00:50:55 Charise Atiba: do- display empathy

00:50:57 Carl Green: Ask Permission

00:50:59 Deena Hilton: give feedback timely

00:50:59 Tiffany Burdick: "sandwich" method

00:50:59 Jessica Velez: Sincerity

00:50:59 Norma Parent: stat with the positives ,

00:51:00 DeJernel Adams: giving the employee your undivided attention

00:51:00 Lori Parrott: Do be positive

00:51:01 Russell Brown: DOs: Focus on the task and not the person at hand.

00:51:09 SHURLONE WRIGHT: Take some time to think about what you will say.

00:51:14 Lisa Duncan: start with a positive and end with a positive

00:51:14 Claudia Aroni: Be concise, provide examples

00:51:18 Candy George: Give a positive when giving a negative. Give suggestions on ways to improve if needed.

00:51:19 Lydia Nightingale: Be humble and clear

00:51:23 Casey Loerts: Be clear and concise, let the receiver give solutions.

00:51:31 Rudy Fuentez: Important to be specific and timely.

00:51:35 Jennifer Reynolds: Have examples and be open to hearing their ideas about needed changes.

00:51:36 Tauheed Hasan: Be constructive. If the Feedback is negative be prepared to talk about strengths that can target the negativity

00:51:42 Elizabeth Brasier: do make sure to lead with the positive - glows and grows...give feedback often the good the bad and the ugly but also be open to staff feedback as well...

00:51:54 Heather Gillock: I love the idea of asking permission. Sets the stage and expectations.

00:52:08 Andrea Jergensen: Constructive feedback with possible solutions for doing something in a better way

00:52:47 Chris Campbell: Praise publicly & and offer sensitive feedback privately

00:52:54 Claudia Guevara: if it is a negative feedback/issue ask them what are the barriers

00:52:58 Tauheed Hasan: Offer suggestions that could lead to insight that can spark critical thinking to help them find the solution themselves

00:53:53 Jennifer Reynolds: @Chris Campbell I completely agree! Never call out someone's faults publicly it reduces respect and destroys relationships.

00:54:04 Casey Loerts: Avoid the crap sandwich (Good, Bad, Good) It sends mixed messages.

00:54:06 Heather Gillock: I also love the feedback sandwich. What they did good, what needs improved, end with a positive.

00:54:40 Elizabeth Brasier: don't give feedback publicly don't be accusatory

00:54:44 Rudy Fuentez: Be vague or Passive Aggressive. Or assume they understand.

00:54:59 Nate Boateng: Present facts, not opinions.

00:55:33 Charise Atiba: don't- be vague, indecisive, or indirect

00:56:23 Carrie Wenzel: list the facts and the results so we can work together to change the results if not favorable or correct

00:57:21 Sarah Reinstein: Saving it up like that also makes the person feel like they're being piled on

00:57:56 Carrie Wenzel: problems or issues should always be addressed when they happen

00:58:06 Cindy Thomas: love the SBIR model for feedback

00:58:20 Cindy Thomas: To access the workbook for today and ALL recordings you can use the same link: <https://conferences.nachc.org/nachc/articles/5214/view>. You may need to scroll down the page to the correct section.

01:04:33 Laiya Smith: folded arms

01:06:02 Meital Fried-Almog: It's interesting thinking about giving feedback remotely/in virtual spaces, and how commonly seen body language is missing between the two parties.

01:06:35 Cindy Thomas: @Meital agreed

01:07:13 Cindy Thomas: if you feel comfortable, share your situation and behavior and impact here as you work through it...you can depersonalize it....

01:10:14 Brandon Currie: SBI can be used for positive feedback, as well!

01:10:19 Julie Meiman: GREAT practice exercise!

01:10:31 Cindy Thomas: @Brandon, absolutely

01:11:13 Cindy Thomas: were you each able to walk your scenario through all four steps of SBIR?

01:11:38 CAITLIN SHEARER: Yes, I can see this being a big help to me in the future :)

01:12:12 Rasheda Akter: yes, it is very helpful to have a structure in giving feedback

01:12:19 Alice Her: Sometimes it comes down to trust as an issue, therefore the feedback was not helpful.

01:12:48 Jane Walmsley: I agree re: a comment someone made above about the importance of trust

01:13:06 Haley Mattison: All of our staff are trained in TeamSTEPPS. We use this for everything!

01:13:11 Rudy Fuentez: Yes. Very helpful.

01:13:31 ronica balram: Very helpful, thank you

01:13:32 Angela Rivera: Very helpful TY

01:13:34 NANCY RYAN: Yes very helpful in the way you bring feedback up to a person and when.

01:13:35 Nicole Salerno-Fetterhoff: How do you give feedback on a behavior you have not directly observed?

01:13:37 Martha Cardero: Very Helpful. Thank you

01:13:38 Cynthia Vicente: yes it is helpful

01:13:38 Geli King-Brown: agree. super helpful and easy to follow

01:13:43 Zita Fenner: can you have the employee come up with recommendation?

01:13:51 Rebecca Carrico: very HELPFUL AND INFORMATIVE

01:13:52 SHURLONE WRIGHT: This was very helpful for me being a new manager. I will use this as a guide when addressing those that I manage.

01:13:52 Veia Crawford she/her(s): Very helpful

01:13:53 Shanika Johnson: This model is very helpful!!

01:14:03 Lora Ressler: I think next time I would follow this model it hits all the points needed and be sure to keep my presentation in line with the do's and don't's.

01:14:04 Norma Parent: I think this model is very useful!

01:14:13 Lori Parrott: Very helpful. It leads to better communication skills

01:14:14 Julie Meiman: SBIR will allow me to be a lot better at providing information to someone I want to share feedback. A great system to make sure I have all the right components.

01:14:31 Cindy Thomas: it keeps me focused on the situation at hand and I don't wander in my feedback - positive and negative

01:14:40 Angelique Torres: Can someone share the link for the workbook , please

01:15:44 Catherine Bonuke: Yes. Very helpful

01:15:51 Angelique Torres: thank you

01:16:32 Sommer Kaskowitz: This is the same theory behind the Montessori way of praising children - focus on the process, not the person or outcome.

01:17:07 Pam Taylor: Pam Taylor valley wide health systems

01:18:34 Jane Walmsley: someone asked earlier but I didn't see/missed a response - will we receive a certificate for attendance?

01:19:04 Lupe Rocha: person focused

01:19:07 Candy George: # 3 take my emotions out of the feedback process.

01:19:21 Cindy Thomas: @Jane, we hadn't planned a blanket certificate, but if you need verification of attendance I can check our zoom attendee logs for you

01:19:28 Lupe Rocha: the action is to get full attention

01:19:47 Jane Walmsley: thank you!

01:20:47 Lupe Rocha: i got feedback last week by my supervisor

01:21:19 Cindy Thomas: @Lupe I hope it was a positive experience, even if it was a suggestion for improvement

01:21:23 Lora Ressler: I received it poorly. I took it too personal. Even if that's how it was presented I didn't look for the lesson.

01:21:29 Lupe Rocha: the feedback was good and improvement area

01:21:33 Andrea Jergensen: I'm thankful I still have weekly clinical supervision where I can receive regular feedback, I also had to learn how to welcome feedback and change my mindset that not all feedback I get will be negative

01:21:47 Lupe Rocha: I like to receive feedback to improve

01:21:58 Brandy McCullough: I only receive negative or annual feedback

01:22:11 Aldeir Sotelo: I have 2 week check ins with my supervisor which is helpful to get his feedback on how some of my projects are going

01:22:15 Norma Parent: last week as well, from my supervisor. It was both personal and process. it was well received. I tend to take feedback well no matter how it is given I look at it as a way in which to improve myself

01:22:24 Tarsheema: I like to get feedback, whether it's good or bad.

01:22:34 Cindy Thomas: @Brandy, that can be challenging. Potentially consider providing feedback to your supervisor on how that impacts you?

01:23:40 Julie Meiman: Sadly, I receive work-related feedback based on the relationship I have with the other person. This session will help me to be more mindful AND open-minded. I hope to see the gift of thinking the person is genuinely trying to help me.

01:23:41 Meital Fried-Almog: FAIL should also be interpreted as: First Attempt in Learning

01:24:03 Meital Fried-Almog: And there really is no "failure," just an opportunity to learn and grow.

01:24:04 Dionne Dyer: I like to receive feedback. I learn from it.

01:24:10 Tanya LeMire: I seem to be both mindsets -- depending on the circumstance

01:25:16 Candy George: @ Tanya I agree. I also find that it depends on who I am receiving the feedback from.

01:26:11 Michelle Bovee: I am a marathon runner, good job.

01:26:29 Katy Oconnell: Same here - when it comes from someone who knows nothing about the process, its less digestable

01:28:48 Andrea Jergensen: I had to work REALLY hard on changing my fixed mindset that I had about test taking as I prepared for my licensing exam. I'm so glad that I was able to overcome that before I took the exam and entered into it with acceptance of if I did or did not pass and look at it more neutrally.

01:29:11 Norma Parent: growth

01:29:12 Shanika Johnson: GROWTH

01:29:13 B. Jamie Stevens, DNP: growth

01:29:13 Meredith McIntyre: Growth

01:29:14 Mika Aoki: growth

01:29:14 Tierra Fennoy: growth

01:29:15 Sridevi Ponnala: GROWTH

01:29:15 Carl Green: GROWTH!!!

01:29:15 Diana MacGregor: growth

01:29:15 CAITLIN SHEARER: growth

01:29:15 Kendra Corzine: growth

01:29:16 Yvette Casey-Hunter: g

01:29:16 Mileydi Salvador Medrano: growth

01:29:16 Lora Ressler: growth

01:29:16 Elizabeth Brasier: growth

01:29:16 Jessica Graham: growth

01:29:16 Dr. Richard Amiss: g

01:29:17 Brenda Carter-King: growth

01:29:17 Lisa Wells: growth

01:29:17 Mari Cordero: gROWTH

01:29:17 Monifa Roberts: growth

01:29:18 marilou acebuche: growth

01:29:18 Andrea Thompson: growth

01:29:18 Timothy Kordic: growth

01:29:18 Regina Pastor: growth

01:29:18 Lorena Thompson: Growth

01:29:19 Rashé Coleman: growth

01:29:19 Latashia Johnson: growth

01:29:20 Chris Gillespie: Growth

01:29:21 Tauheed Hasan: Growth

01:29:21 Ofelia Marquez: growth

01:29:21 Meital Fried-Almog: GROWTH mindset all the way! That's why Michael Jordan is a legend.

01:29:22 Kimeka Clark: growth  
 01:29:22 Yane Nunez: Growth  
 01:29:23 Catherine Bonuke: Growth  
 01:29:23 nia douglas: growth  
 01:29:23 Marci Arkin: growth  
 01:29:24 Tarsheema: Growth  
 01:29:26 Nancy Contreras: growth  
 01:29:26 Dionne Dyer: growth  
 01:29:27 Berthilde Dufrene: Growth  
 01:29:28 Yudelka Salcedo: Growth  
 01:29:33 Mileydi Salvador Medrano: fixed  
 01:29:34 Rasheda Akter: fixed!  
 01:29:35 Anne Sanderson-Family Connection of SC: Growth, Michael Jordan  
 01:29:36 Tauheed Hasan:Fixed  
 01:29:38 Elizabeth Brasier: fixed  
 01:29:38 Lora Ressler: fixed  
 01:29:39 Yvette Casey-Hunter: f  
 01:29:40 Jessica Graham:fixed  
 01:29:41 Mari Cordero: fixed  
 01:29:41 Lori Parrott: Growth  
 01:29:42 Yane Nunez: Fixed  
 01:29:42 Rashé Coleman:fixed  
 01:29:43 Yudelka Salcedo: fixed  
 01:29:43 Regina Pastor: fixed  
 01:29:44 Timothy Kordic:fixed  
 01:29:45 Kimeka Clark: Fixed  
 01:29:45 Andrea Thompson: Fixed  
 01:29:46 Lisa Wells: Fixed  
 01:29:46 Norma Parent: fixed  
 01:29:46 Angenette Boyd: fixed  
 01:29:46 Geli King-Brown: love it  
 01:29:47 Shanika Johnson: Fixed!  
 01:29:47 Octavia Savage: fixed  
 01:29:47 Andrea Jergensen: fixed  
 01:29:48 Brenda Carter-King: fixed  
 01:29:48 Monifa Roberts: Fixed, indeed!  
 01:29:49 nia douglas: fixed  
 01:29:49 Marleny Ventura: Definitely Fixed  
 01:29:50 Sridevi Ponnala:FIXED  
 01:29:50 Charise Atiba: love this- fixed  
 01:29:51 Denise Hinteriano: fixed  
 01:29:51 Lorena Thompson: Fixed  
 01:29:52 Lori Parrott: Fixed  
 01:29:52 Catherine Bonuke: Negative- Fixed  
 01:29:52 Mika Aoki: fixed  
 01:29:52 Dionne Dyer: Fixed!  
 01:29:53 Nancy Contreras: fixed  
 01:29:53 Anne Sanderson-Family Connection of SC: fixed  
 01:29:53 Heather Greenawalt: oh Homer...  
 01:29:54 Kendra Corzine:fixed  
 01:29:55 Yvette Salinas: lol  
 01:29:56 Kristen Forge: oh homer

01:29:57 Latashia Johnson: fixed  
 01:29:58 Kristina Leath: Fixed  
 01:29:58 Tarsheema: Fixed  
 01:29:59 Meital Fried-Almog: Fixed :)  
 01:30:00 Dr. Richard Amiss: f  
 01:30:03 Ofelia Marquez:fixed  
 01:30:05 Carl Green: FIXED  
 01:30:08 Darlean Allen: Fixed  
 01:30:09 Chris Campbell: Speaking the truth since 1989.  
 01:30:10 Eunice Espinal: 🤪  
 01:30:11 Marci Arkin: fixed for surew  
 01:30:26 Elizabeth Brasier: growth  
 01:30:27 Mileydi Salvador Medrano: growth  
 01:30:31 Brenda Carter-King: growth mindset  
 01:30:32 Jessica Graham:growth  
 01:30:33 Keithra Wright: growth  
 01:30:33 Norma Parent: growth  
 01:30:33 Meital Fried-Almog: Growth!  
 01:30:33 Yudelka Salcedo: Growth  
 01:30:35 Kristina Leath: Growth  
 01:30:36 Lori Parrott: Growth  
 01:30:37 Anthony Rodriguez: I used to teach martial arts. We did a lot of the motivational things you talked about, but also having to incorporate the Fixed v. Growth mindset idea. We saw a lot of growth that way (my own too!)  
 01:30:37 Tarsheema: Growth  
 01:30:38 Denise Hinteriano: Growth  
 01:30:38 Darlean Allen: growth  
 01:30:39 Lisa Wells: growth  
 01:30:40 Regina Pastor: growth  
 01:30:41 Angenette Boyd: growth  
 01:30:42 Lora Ressler: growth  
 01:30:42 Sridevi Ponnala:GROWTH  
 01:30:44 Yvette Casey-Hunter: g  
 01:30:45 Kendra Corzine:growth  
 01:30:45 Latashia Johnson: growth  
 01:30:48 Andrea Jergensen: growth  
 01:30:50 Carl Green: GROWTH!!!  
 01:30:51 Dionne Dyer: Growth!  
 01:30:51 Lorena Thompson: Growth  
 01:30:53 Ofelia Marquez:growth  
 01:30:55 Andrea Thompson: Growth  
 01:30:56 Mari Cordero: Growth  
 01:30:57 Rashé Coleman:growth  
 01:30:57 Dr. Richard Amiss: g  
 01:30:59 Yane Nunez: Growth  
 01:31:02 Catherine Bonuke: Growth  
 01:31:02 Marci Arkin: growth  
 01:31:06 Angelique Torres: growth  
 01:31:13 Julie Meiman: Growth, for sure.  
 01:31:14 Ralph Regnier: gROWTH  
 01:31:56 Andrea Thompson: Fixed  
 01:31:59 DeJernel Adams: Fixed

01:32:00 Mileydi Salvador Medrano: fixed  
 01:32:00 Kristina Leath: Fixed  
 01:32:01 Renay Agli: fixed  
 01:32:02 Regina Pastor: fixed  
 01:32:03 Latashia Johnson: fixed  
 01:32:04 Maria Perez: fixed  
 01:32:04 Tarsheema: Fixed  
 01:32:05 Yudelka Salcedo: Fixed  
 01:32:05 Angenette Boyd: fixed  
 01:32:05 Yane Nunez: Fixed  
 01:32:05 Keithra Wright: fixed  
 01:32:06 Gloria Douangsavanh: Fixed  
 01:32:06 Darlean Allen: fixed  
 01:32:06 Lora Ressler: fixed  
 01:32:07 Rashé Coleman:fixed  
 01:32:08 Denise Hinteriano: fixed  
 01:32:08 Chantal F: LOL  
 01:32:09 Julie Meiman: Fixed  
 01:32:09 Dionne Dyer: FIXED  
 01:32:10 Elizabeth Brasier: fixed  
 01:32:10 Barbara Ramos: Fixed  
 01:32:11 Norma Parent: fixed  
 01:32:12 Yvette Casey-Hunter: f  
 01:32:13 Mika Aoki: fixed  
 01:32:13 Lorena Thompson: Fixed  
 01:32:14 Sridevi Ponnala:FIXED  
 01:32:16 Kimeka Clark: Not smart.....lol I mean FIXED  
 01:32:16 Brenda Carter-King: fixed mindset  
 01:32:18 Beverly Hepburn: fixed  
 01:32:20 Lori Parrott: Fixed for sure  
 01:32:21 Patricia Gregor: wow  
 01:32:27 Carl Green: FIXED!!!  
 01:32:30 Catherine Bonuke: fixed  
 01:32:31 Anne Sanderson-Family Connection of SC: WOW, Fixed  
 01:32:32 Eunice Espinal: fixed  
 01:32:37 Veal Crawford she/her(s): fixed  
 01:32:44 Mari Cordero: Fixed  
 01:33:19 Danielle Solick: Why was it a fixed mentality to want to get her GED and start her adult life and she didn't want anyone to stop her from that?  
 01:33:30 Regina Pastor: fixed  
 01:33:31 Denise Hinteriano: fixed  
 01:33:37 Andrea Jergensen: fixed  
 01:33:38 Latashia Johnson: fixed  
 01:33:38 Yane Nunez: Fixed  
 01:33:41 Mileydi Salvador Medrano: ummmm.....fixed  
 01:33:41 Julie Meiman: Fixed  
 01:33:41 Renay Agli: fixed  
 01:33:43 Kristina Leath: Fixed  
 01:33:46 Yvette Casey-Hunter: f  
 01:33:47 Yudelka Salcedo: Fixed  
 01:33:48 Beverly Hepburn: fixed  
 01:33:48 Keithra Wright: fixed

01:33:51 Dr. Richard Amiss: f  
 01:33:51 Laiya Smith: Fixed  
 01:33:52 Daisy Duarte: Fixed  
 01:33:52 Marci Arkin: loser dad  
 01:33:52 Maria Perez: fixed  
 01:33:52 Carl Green: DIXED  
 01:33:53 Dionne Dyer: Fixed  
 01:33:53 Yvette Casey-Hunter: fire the dad  
 01:33:53 Veia Crawford she/her(s): fixed  
 01:33:53 Tarsheema: Fixed- And sad  
 01:33:54 Anne Sanderson-Family Connection of SC: Cruel  
 01:33:58 Rashé Coleman:fixed and mean  
 01:34:00 Carl Green: Meant FIXED  
 01:34:07 Norma Parent: no positive influence there  
 01:34:13 Andrea Jergensen: the fixed ones are so tough to watch  
 01:34:15 Yvette Casey-Hunter: g  
 01:34:16 Mileydi Salvador Medrano: growth  
 01:34:17 Elizabeth Brasier: growth  
 01:34:18 Yane Nunez: Growth  
 01:34:18 Denise Hinteriano: growth  
 01:34:22 Keithra Wright: growth  
 01:34:22 Yvette Casey-Hunter: g  
 01:34:23 Anne Sanderson-Family Connection of SC: Growth  
 01:34:24 Stephen Brooks: This movie chokes a tear out of me!!  
 01:34:25 Kristina Leath: Growth  
 01:34:25 Rashé Coleman:growth. love this movie  
 01:34:27 Rasheda Akter: fixed  
 01:34:35 Latashia Johnson: fixed  
 01:34:36 Julie Meiman: Fixed  
 01:34:37 Eunice Espinal: so cute 🥰  
 01:34:37 Carl Green: FIXED He killed his spirit  
 01:34:40 Aldeir Sotelo: Started as fixed  
 01:34:42 Dr. Richard Amiss: f  
 01:34:43 Denise Hinteriano: very inspiring!  
 01:34:43 Dionne Dyer: Growth  
 01:34:59 Regina Pastor: fixed then changed to growth  
 01:35:02 Dawn Murphy: Inspiring  
 01:35:02 Dr. Richard Amiss: g  
 01:35:03 Carl Green: Changing it to GROWTH  
 01:35:04 Latashia Johnson: growth  
 01:35:04 Tarsheema: Growth-True story  
 01:35:05 Rasheda Akter: mixed messages!  
 01:35:06 Beverly Hepburn: growth  
 01:35:06 Daisy Duarte: Growth  
 01:35:06 Charise Atiba: pursuit of happiness! growth  
 01:35:06 Yvette Casey-Hunter: f to g  
 01:35:07 Lorena Thompson: Growth  
 01:35:08 Mari Cordero: Growth  
 01:35:08 DeJernel Adams: growth!! I love this movie!!  
 01:35:09 Michelle Bovee:love this  
 01:35:11 Andrea Jergensen: Growth  
 01:35:12 Mika Aoki: okay, now its growth

01:35:12 Chantal F: GROWTH MINDSET!

01:35:13 Julie Meiman: Growth at the end. Yay!

01:35:18 Anne Sanderson-Family Connection of SC: If you have seen the movie you know how it ends.

01:35:19 Carl Green: yes I can feel the mixed messages

01:35:23 Monifa Roberts: quick turn around to growth

01:35:24 Catherine Bonuke: Growth words of wisdom

01:35:27 Veia Crawford she/her(s): started out fixed—growth

01:35:30 Carl Green: but his last comments were definitely GROWTH

01:35:32 Lori Parrott: Growth,,Great

01:35:37 Andrea Romero: What's the name of the movie?

01:35:38 Meital Fried-Almog: An amazing story and movie - it's all about growth!

01:35:54 Rudy Fuentes: "A dream is only a dream until you write down on paper, then it becomes a goal." - Emmitt Smith.

01:35:57 Ramona Fain: THESE ARE REALLY SOME GREAT EXAMPLES

01:36:14 Tina Hurley: A good movie to show growth!

01:36:28 Alyssa Hurt: Can someone repost the slides? I can't go that far back in chat.

01:36:30 Shanika Johnson: Movie: The Pursuit of Happiness

01:36:32 Carrie Wenzel: The Pursuit of Happiness!

01:36:40 WANDA ACOSTA: 2. never make it personal

01:37:01 Rashé Coleman: Agreed Wanda

01:37:08 Alyssa Hurt: Thank you, Tiffany!!

01:37:12 Veia Crawford she/her(s): Embrace my imperfection—see the room for growth

01:37:19 Mileydi Salvador Medrano: growth midset: feedback can now become challenge to grow

01:37:22 Yvette Casey-Hunter: Dont take it personally.

01:37:26 Carrie Wenzel: always think, what can I do better to achieve a better result

01:37:34 Geli King-Brown: keep an open mind to feedback and not make it personal

01:37:37 Laiya Smith: Listen without bias

01:37:52 Lora Ressler: Look for the lesson

01:37:53 Carrie Wenzel: not take it personally but rather how can I use that to better myself

01:38:03 Nancy Contreras: don't take it personal

01:38:19 nia douglas: look at feedback as a learning process

01:38:24 Norma Parent: listen fully to the feedback that I am receiving ad do not take it personal but as an opportunity to grow

01:38:25 Yvette Casey-Hunter: always already listening- Dont formulate my response before hearing the person and the ideas.

01:38:29 salvaredo: 1) be open minded and listen

01:38:30 Andrea Jergensen: Don't take it personally and change the mindset to "trust the process"

01:38:31 Candy George: # 2 don't take it personal even if it was meant to be personal.

01:38:41 salvaredo: 2) trust and listen

01:38:42 Stephanie Petrauskas: When you say things like don't take it personal you are discounting your own feelings

01:38:44 Nelissa Ortiz: Don't take things personal

01:38:46 Cindy Thomas: @Yvette, I like that observation

01:38:48 nia douglas: & don't take it personal

01:38:49 Ramona Fain: stay positive and see where you can improve. there is always room for growth in all situations.

01:38:49 Carrie Wenzel: I think if you have difficulty accepting feedback, you might not be unlocking your potential for more

01:38:50 Lone Long: Don't take it personal, take a lesson from the feedback and look for an opportunity for growth.

01:38:53 Omar Alba: Take it as informational rather than as an observation based on the quality of your work, it's hard tho lol

01:38:53 Kim McCoy: Don't reject the feedback as it could encourage growth.

01:39:05 Regina Pastor: Don't take it personal and learn from mistakes.

01:39:15 Tristian Douglass: do not think of an comeback before they finished talking .

01:39:18 Stephanie Petrauskas: feedback whether positive or negative is personal

01:39:33 Omar Alba: It's our work so it feels personal.

01:39:35 Yane Nunez: Don't take it personal.

01:39:43 Berthilde Dufrene: I agree Stephanie

01:39:46 Dr. Richard Amiss: Know your ego weaknesses; remain open

01:39:55 Beverly Hepburn: 1. To not allow other people's emotions affect my thoughts about my abilities

01:40:06 Meital Fried-Almog: @Beverly, so true!

01:40:11 Dionne Dyer: Feedback seeker!!

01:40:28 Stephanie Petrauskas: You are telling someone that something they may have poured their heart into was not that great. They will take it personal and we have to be able to understand that and give that feedback with empathy

01:40:33 Cindy Thomas: feedback is personal, but I think rather don't take it as an attack on you as a person, it's the difference of personal and process feedback

01:40:37 Julie Meiman: Wow! Some great responses. Thanks for this.

01:41:03 Candy George: @ Cindy 100 %. Leave the emotion out of it and learn from it.

01:41:31 Omar Alba: At times the delivery makes also a huge difference. I think it's also important to understand who is delivering the feedback.

01:42:02 Stephanie Petrauskas: I think you ask too much to ask someone to leave their emotion out of it. we are not machines

01:42:07 Tanya LeMire: Listen to understand, not respond! This is my mantra!

01:42:23 Omar Alba: listen.process.act, instead of react

01:42:34 Stephanie Petrauskas: I agree Omar

01:42:57 Aldeir Sotelo: That's a good point. Getting all emotional makes it very difficult to listen attentively.

01:43:26 Stephanie Petrauskas: Giving someone feedback without any emotion at all makes you seem like you don't care at all and may have the opposite affect

01:44:15 NANCY RYAN: I need time to process and then ask for clarification

01:45:13 NANCY RYAN: 👍

01:45:24 Stephanie Petrauskas: The worst is getting feedback with no follow up

01:45:30 Omar Alba: Same, Nancy.

01:45:57 Andrea Jergensen: I also feel that there is a significant difference between feedback and criticism

01:46:07 Cindy Thomas: @Andrea, YES

01:46:09 Stephanie Petrauskas: Yes Andrea

01:46:19 NANCY RYAN: Yes Andrea I agree

01:46:47 Fundisani Mangena: Identify the purpose for seeking feedback

01:46:57 Rebecca Carrico: Yes I agree too

01:47:00 Stephanie Petrauskas: People use the words Constructive Criticism instead of Feedback and I think we should lose that phrase

01:47:14 Geli King-Brown: I am going to ask if there is anything I can improve upon or if they would do it different...

01:47:15 Lori Parrott: I will accept as a positive feedback and then do a brief summary of what was discussed

01:47:25 Andrea Jergensen: Stephanie I agree

01:47:32 Yvette Casey-Hunter: I will restate what I heard/ nd ask ?? if not accurate

01:47:33 Haley Mattison: Ask with curiosity rather than caution

01:47:52 Cindy Thomas: nice @Haley

01:47:54 Fundisani Mangena: Seeking clarity where I am not sure and avoiding being judgemental

01:48:15 Aldeir Sotelo: I think I can seek feedback more often than during my regular check ins

01:48:19 Andrea Jergensen: I think also approaching feedback as an opportunity for collaboration rather than looking at it as something you have to approach all by yourself

01:48:20 Marci Arkin: Be Transparent & Truthful at All Times to Create Engagement & Loyalty

01:48:21 DeJernel Adams: Getting feedback to listen instead of respond. this is my weak spot.

01:48:28 Jayapradha Nagenahalli: But what if the other party is talking not related to the agenda

01:48:41 Julie Meiman: 1) Let go of my ego for a bit 2) Ask the feedback giver questions if I'm unclear what I think I heard.

01:49:02 Fundisani Mangena: I have a question? What should a I respond to bad feedback?

01:49:06 Cindy Thomas: @Caitlin I always close my check-in meetings with a question like "is there anything that I can do differently to support you?" or something along those lines

01:49:11 Beverly Hepburn: 2. to actually seek out feedback and repeat back what was said for clarity

01:49:34 Catherine Bonuke: yes. Definitely

01:49:36 Andrea Jergensen: I also think "Honesty without tact is cruelty"

01:49:44 Omar Alba: Same, Cindy. I use the "how else can I do to continue supporting your efforts?"

01:49:53 Omar Alba: what\*

01:49:54 Stephanie Petrauskas: responding to negative feedback is a hard thing to learn to handle.

01:50:08 Anthony Rodriguez: Early experiences turned me off to feedback or constructive criticism. It took me many years to get over that and see it as positive, especially from good bosses and supervisors.

01:50:26 Stephanie Petrauskas: I always ask "what can I do to make things better"

01:50:29 Catherine Bonuke: Feedback can be important in encouraging and building team/ work growth

01:50:40 Omar Alba: I love no 9 - "Create a culture of feedback"

01:50:56 Darlean Allen: @Stephanie P, that is true

01:50:57 Omar Alba: incorporate it to our daily practice.

01:50:57 NANCY RYAN: feedback done in the correct way is great, and clarification is a must.

01:51:09 Carrie Wenzel: asking if staff feel supported can also help to get great feedback but also what you can do to improve

01:51:26 Omar Alba: Good point Carrie - the correct way.

01:51:32 Omar Alba: Nancy\*\*

01:52:00 Stephanie Petrauskas: Having a way for employees to leave feedback anonymously for the boss is important

01:52:08 NANCY RYAN: Omar, we have some that need clarification on feedback

01:52:25 Julie Meiman: This has been a wonderful adventure. Thanks, thanks! Jule M.

01:52:35 Norma Parent: thank you so much for the informative session!

01:52:35 A C: thank you so much

01:52:35 SHURLONE WRIGHT: Thank you so much for this training. I am new to management and the four trainings have been very helpful.

01:52:51 Loren Scott-Cruz: Thank you Caroline. You were AWESOME. Great presentation .

01:52:54 Angela Oswald: Thank you so much. This series has been very helpful to me.

01:52:59 Crystal McNaughton: Thank You, this has been instrumental in my leadership skill gains!

01:53:08 Aldeir Sotelo: Thank you! this was helpful and a good use of my time

01:53:10 Candy George: Thank you for this training. Great tools and chance to engage with those around the country facing the same issues!

01:53:24 Yvette Casey-Hunter: thank you for this timely information

01:53:25 Carrie Wenzel: thank you for reminding me that feedback is important, it is not to put someone down, it is truly the best way to find out if you are doing a great job or need to improve!