

# THE EXTRA POINT

BY JERRY ROBERTS



## # 1554 Getting Feedback on Giving and Receiving Feedback

I'm currently involved in training a group of bank managers. We're halfway through our 10-module series, *The New Boss*, and part of yesterday's session was about giving feedback to workers. The back and forth was exciting and I'm going to share a little of what we talked about. We'll do that through the words of notable folks who have given their opinions on the topic of feedback. I'm Jerry Roberts and that's next on The Extra Point.

Today's Extra Point focuses on the giving and receiving of feedback. You might be a person who gets a bit nervous when it comes to feedback. That's a common reaction.

Most people don't like to be judged, but that's a part of workplace life. If that's how you feel, you're in good company. I think a lot of people would prefer root canal.

1. *"Feedback is not just a process; it is a mindset. It is the belief that we can always learn and improve, and that by giving and receiving feedback, we create an environment where growth and success can flourish."*

— Doug Conant, fmr CEO, Campbell Soup Co.

2. *"Feedback is a two-way street that leads to growth and understanding. It requires both the giver and the receiver to be open, honest, and willing to engage in a constructive dialogue."*

— Frances Hesselbein, fmr CEO, Girl Scouts

3. *"Feedback is like a mirror that reflects our actions and behaviors. It shows us who we are and how we are perceived by others."*

— Indra Nooyi, CEO Pepsico, 2005-2018

4. *"When we receive feedback with an open mind and a willingness to learn, we create an environment where growth and success are nurtured."*

— Mary Barra, current CEO, General Motors

5. *"Without feedback, we remain stagnant, unaware of our blind spots and untapped potential."*

— Ken Blanchard, leadership guru

6. *"It takes strength to be open to criticism, to listen to others' perspectives, and to reflect on our own actions."*

— Sheryl Sandberg, fmr COO, Meta Platforms (Facebook, Instagram, WhatsApp)

7. *"Feedback is a reflection of the sender's own thinking. It's not an objective truth."*

— Esther Derby, author

8. *"Feedback is the bridge between where we are and where we want to be. Embrace feedback as a precious resource, for it holds the power to propel us forward on our path to success."*

— Marshall Goldsmith, leadership coach

9. *"Feedback is a powerful tool that can turn mediocrity into excellence."*

— Unknown

10. *"Giving feedback without guidance is like giving a compass without a map. Help others navigate the path to success."*

— Unknown

11. *"Feedback is most valuable when it's specific, timely, and actionable."*

— Unknown

12. *"Receiving feedback gracefully is a mark of maturity and a willingness to learn and grow."*

— Unknown

13. *"Feedback is not about finding fault; it is about finding the potential for greatness."*

— Kim Scott, author

That's the Extra Point. Be responsible and make something good happen today. For 93.3FM, the Ray Gibson Show, and First Hawaiian Bank, I'm Jerry Roberts.

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