



The quickest way to improve...

Hello Jonathan

Phew!

A mad few weeks on the training front.

Enjoyable of course - and extremely rewarding to watch people develop their skills and improve their results right before my eyes.

The reason my attendees all did so well?

They took the **feedback** and acted upon it.



Everything you do creates a result. Some results you love. Some results you don't. Treat it all as feedback on how you're doing.

Imagine a world where the only feedback you received was that you are wonderful, brilliant and amazing! But if that's all you ever heard from people what do you think would happen? You would probably become complacent and at best your results would plateau and at worst you'd decline.

You need feedback

You absolutely need feedback on the areas where you're perhaps not that great (yet!). If nobody tells you... how are you going to improve it?

I don't know whether feedback features highly where you work but most people are only comfortable giving positive feedback. Yet there's a skill in giving feedback that generates greater learning and development.

Congratulations if you get feedback to help you grow your success... and yes, do thank the people that have the confidence to tell you.

If you don't get that kind of feedback... and in a way that makes it palatable - then you need to instigate the feedback you desire to grow your skills and your success.

You also need to accept feedback in the spirit of which it's meant. Getting all defensive and making excuses for why you did what you did won't get you very far. It will also put people off giving you the feedback you need. Accept it graciously, thank them... then reflect.

You haven't got to agree

By the way, you haven't got to agree with them. Remember it's their feedback based on their map of the world. Consider though that if they have this perspective, others may too.

So when asking for feedback, be very specific with your questions to help the person help you. If you're not used to getting this kind of feedback and are a little unnerved by the responses you might get... get over it! This is the only way to continual improvement.

Remember...no failures - it's feedback.

Ask for it. Welcome it. Act on it.

Until next time...

Leigh

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