

Managing Criticism & Staying Grounded

Leadership Strategies



Northeast Region Fall Conference
October 29, 2021



Alex Carleton, PCC

- **Executive Coach & Advisor**
Since 2013 I've worked with aspiring leaders across a variety of industries and supported them in developing impactful leadership strategies & to grow into positions of greater impact and responsibility.
- **Former Chief Operating Officer**
Data Analytics | Software industry. One of the earliest cloud, B2B start-ups. Progressed from consultant, through HR to COO, eventually co-leading the sale to Deloitte in 2011.
- **Former Director, HR, Safety, & Admin**
Manufacturing & Engineering | Oil & Gas. Developed & manufactured deep-water buoyancy for oil rigs and insulation for pipelines.
- **Lifelong learner** and consummate beginner.
- **Endurance athlete** who prefers training to competing.
- **& Juggler** of all the life things.

How to avoid criticism & Negative Feedback

Perfectionism

Best defense is a strong offence, shoot the messenger

Build walls & defend

Avoid, Hide, Delay

Justify & throw others under the same bus

Fall into the pit of despair and resignation

Talk, explain, talk



The uck

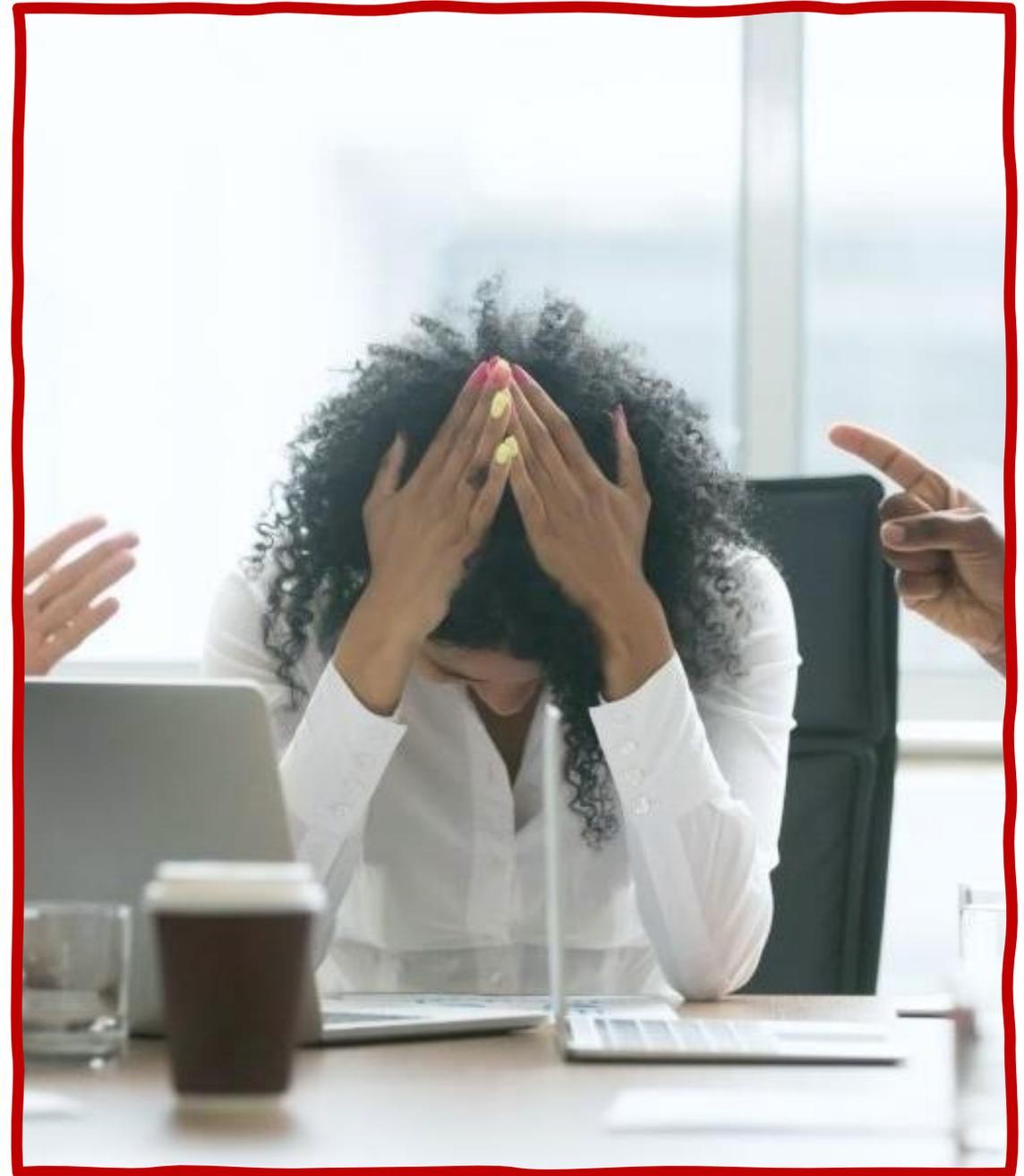
What causes it?

Unpacking and understanding the “uck” can be the start of making it easier (not easy) to manage

It's often be tied to one of your core values feeling threatened.

Breathing can help.

Naming it can help.



Criticism & Feedback can become a strategic advantage

Feedback is always there. You can manage what you know.

We all have blind spots.

You can learn about yourself.

Being regarded to open to feedback is positive for career.

Demonstrating ability to leverage feedback is a differentiator.

You may learn about unintended impressions you are leaving or expectations you hadn't been aware of.

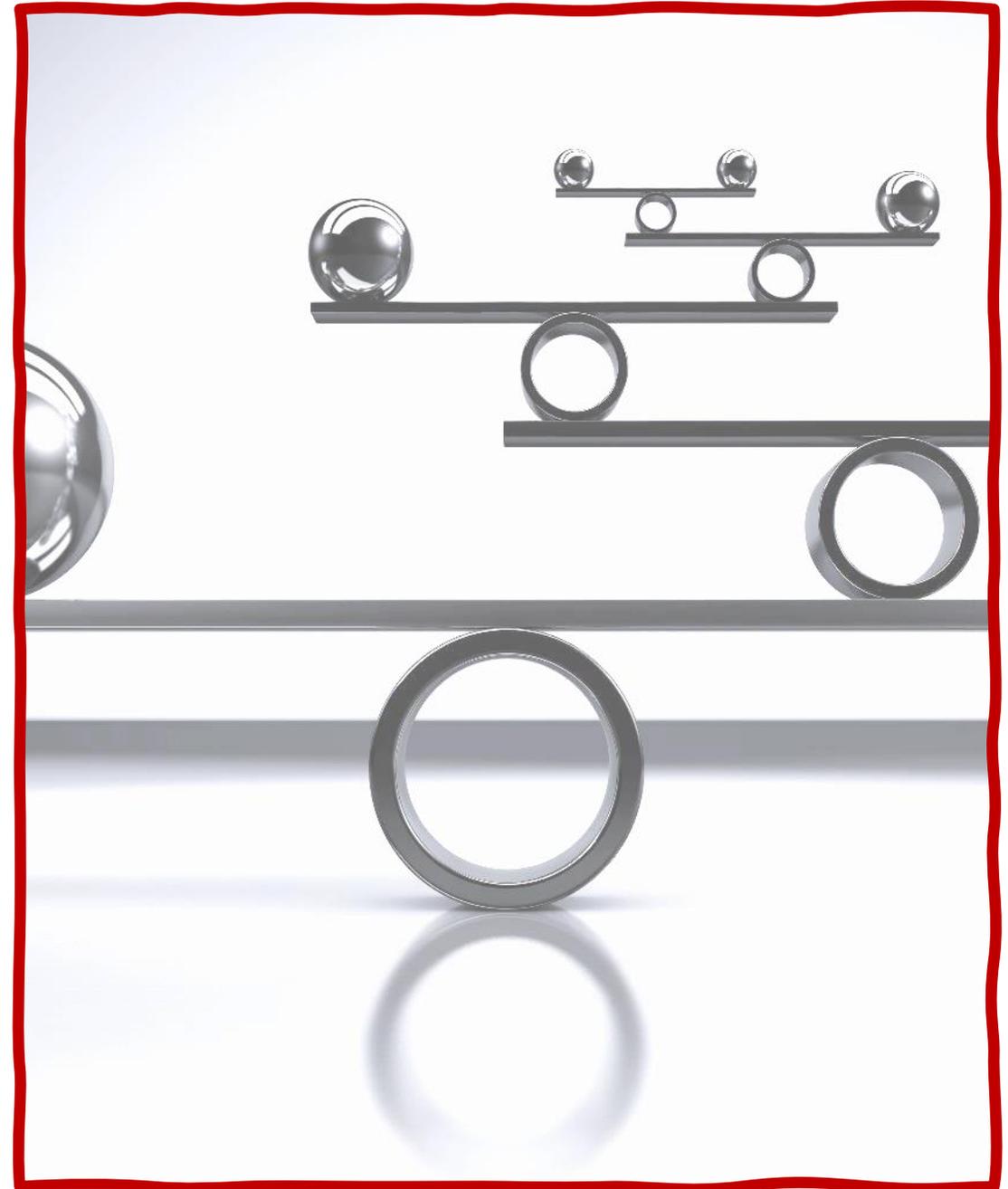
You can better understand the other person's viewpoint.

And...



Framework for Managing Feedback

- Listen. Listen. Listen. Note taking is helpful.
- Check-in with yourself. Are you able to proceed in a way that you would be proud of a week from now? If no? Pause.
- Clarify. Ask for specific examples of the behavior as well as examples of the desired behavior.
- Thank & create possible follow up.
- Reflect. What do you accept? What needs more info? What's the motivation? How might development benefit you? Phone a "friend".
- Circle back to the person and summarize your understanding, your plan & request support and resources, as needed.



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