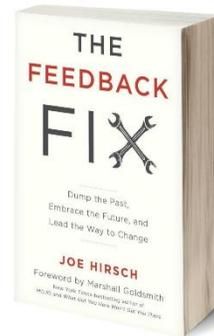


Book Discussion Guide – 10 Questions for Families

Based on *The Feedback Fix: Dump the Past, Embrace the Future, and Lead the Way to Change*

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1. Complete the sentence: “Feedback makes me feel/think of _____.” Now ask another person in your family to do the same. How do your responses stack up? What does that tell you about the associations we make with giving and receiving feedback?
2. Who in your life gives you the most feedback?
3. Kevin Ochsner, a Columbia University psychologist, estimates that people only apply about 30% of the feedback they receive. The rest of the time, they reject or ignore it. Does that surprise you? What do you think holds us back from putting feedback to work?
4. In your family, are you more of a feedback giver or receiver?
5. Do people in your family share feedback with one another freely? If not, what is holding them back?
6. What might change if your family started using “amplifier” language instead of “silencer” language when it came to setting rules and expectations around the house?
7. It’s been noted that the best leaders manage from a point of ‘detached connection’ – close enough to matter, but too far to meddle. The same might be said about parenting – when it comes to raising kids, it’s important to stay close to the action, but not *too* close. Where would you place yourself on the mattering-meddling scale?
8. Researchers discovered that “social cueing” – the facial expressions we show when we communicate – can tell a much different story than the one we’re trying to share. Giving positive feedback with negative social cues (a frown, for example) can make the message seem darker. When you’re giving feedback to a spouse or child, how aware are you of the feedback you’re actually *showing*?
9. Think about the way you give praise to your children. Are these feedback messages focused on effort or achievement?
10. The best parents learn to let go. But letting go isn’t what we give up – it’s what we *give*. Does the feedback you give to your children demonstrate respect, expectations and trust?

Additional questions or comments: