

# Giving & Receiving Feedback



Professional  
Development for:



Presented by:  
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*“Conversations are the goal. They are the solutions for real growth within your organization.” - Jeanne Malnati*

## OVERVIEW

***One of the most important communication skills is the ability to effectively give and receive feedback. This doesn't have to be a difficult experience, and it is a great opportunity to help develop others as well as improve your own skills. Create an environment where each team member is inspired to contribute their best self every day.***

## LEARNING OBJECTIVES

- ***Engage in meaningful conversations to achieve a common understanding***
- ***Cultivate collaboration while being accommodating and forthright***
- ***Manage your emotions by practicing suspension***

Scott Nelson is a leadership coach, communications trainer and senior partner at Clarity Central. He is an instructor for the Executive Education programs at U of M Carlson School of Management, University of St. Thomas, and St. Cloud State University. Previously, he was a conflict resolution mediator at Mayo Clinic.

Scott started his career as a sales manager while also training and speaking on the topic of influential communication. He is also a firefighter with Excelsior Fire District and a leadership development instructor for the Minnesota Board of Firefighter Training and Education.

Scott's experience involves several industries as well as many different organizational and personality types. He has worked with people of incredibly varied backgrounds including Maasai tribes in Tanzania, executives in corporations, and leaders in health care, non-profits, schools, local and federal government.



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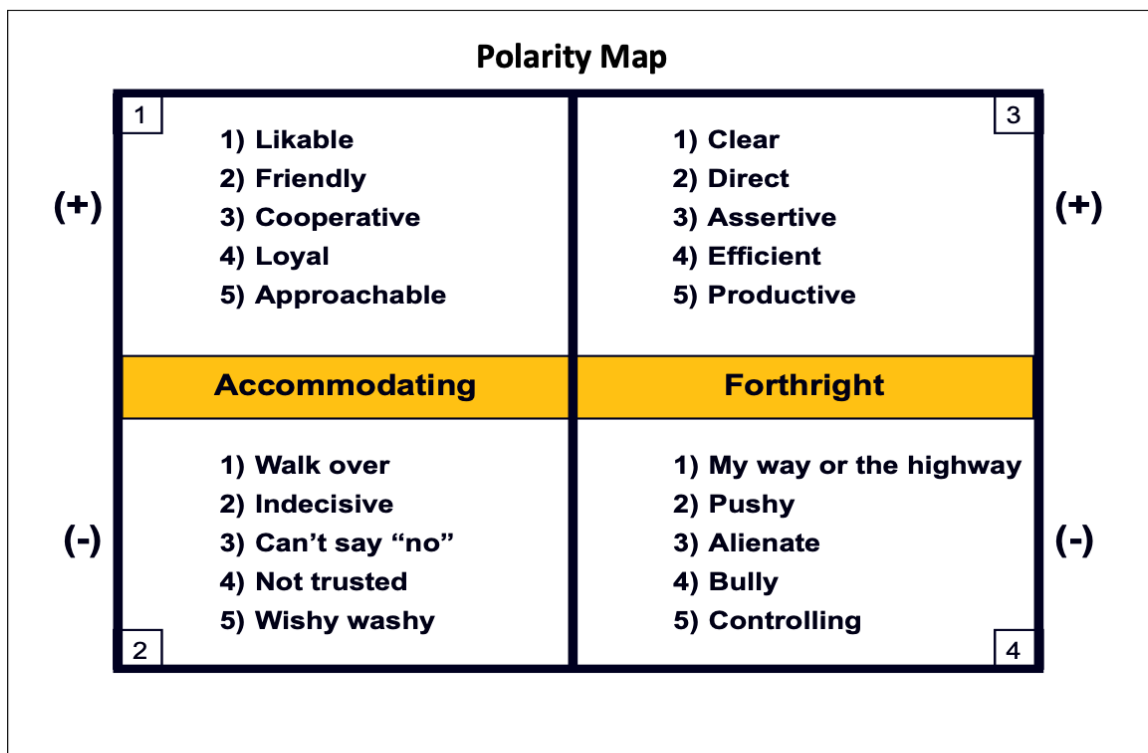
# Giving Feedback

- 1) **Go straight to the source** > *Not through others*
- 2) **Provide rationale** > *Communicate the “why”*
- 3) **Be specific** > *Use examples*

**feedback** fēdˌbæk  
 information about reactions to a person's performance of a task, etc. which is used as a basis for improvement

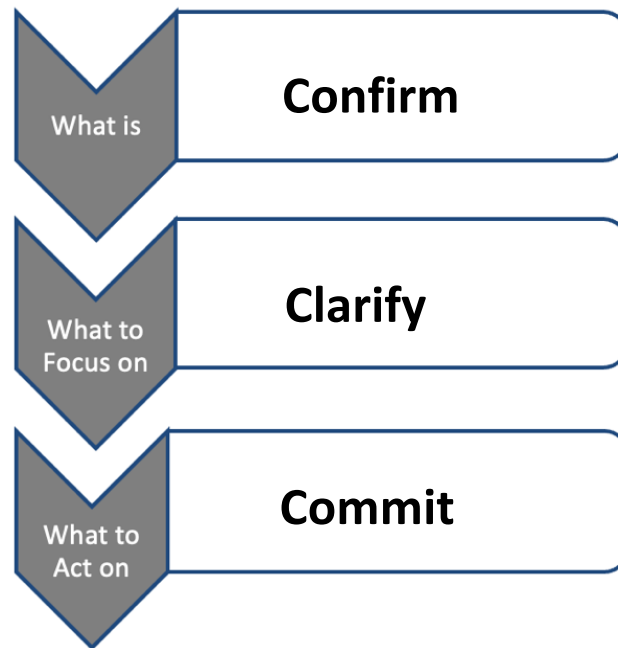
**complaining** kəmˈplāniŋG  
 the expression of dissatisfaction or annoyance about something

*Saying what needs to be said, to the right person, at the right time, in the right way.*



# Receiving Feedback

*"We don't see things as they are, we see them as we are." - Anais Nin*



*"Being curious is foundational to creating an environment where people feel valued and trusted." - Esther Weinberg*

## **CONFIRM**

- Say thank you
- Confirm understanding (Impact vs Intent)

## **CLARIFY**

- Suspend justifications
- Ask for examples

## **COMMIT**

- State action steps
- Do what? By when? With whom?

# Practice of Suspension

*“Our thoughts create the context which determines our feelings.” - Ellen Langer*

## Noticing

This can range from noticing a need to speak to a feeling of strong emotion, such as anger or fear.

## Hit the pause button

This is a conscious step to pause and self-observe one’s emotional state instead of responding automatically with old learned patterns.

## Reflection

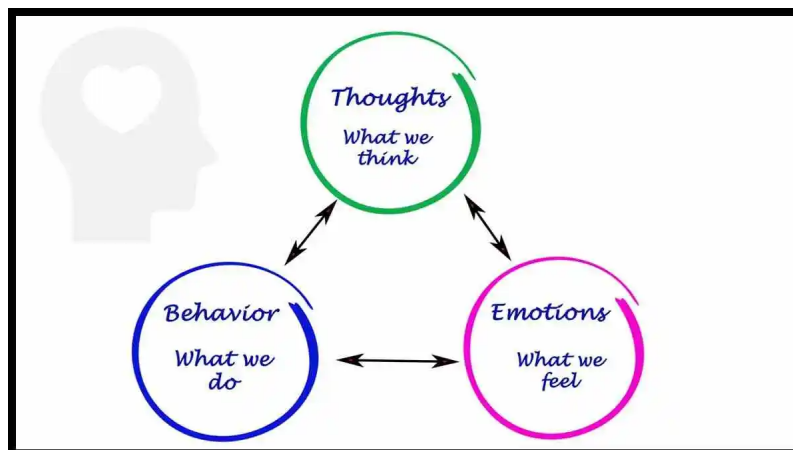
This is about letting things sit in one’s mind long enough to be given a chance to soak in.

## Reframing

This is about changing one’s position by reframing the issue one started with. It often results in seeing the issue in a very different way from the way it was seen in the beginning.



*“As you change the way you think on the inside, people and circumstances will change for you on the outside.” - Brian Tracy*





# THE EMOTIONAL GUIDANCE SCALE

## UPWARD SPIRAL HPF

1. Joy / Knowledge  
Empowerment  
Freedom / Love  
Appreciation

2. Passion

3. Enthusiasm

4. Positive Expectation  
Belief

5. Optimism

6. Hopefulness

7. Contentment

## DOWNWARD SPIRAL LNF

8. Boredom

9. Pessimism

10. Frustration /  
Irritation / Impatience

11. "Overwhelmed"

12. Disappointment

13. Doubt

14. Worry

15. Blame

16. Discouragement

17. Anger

18. Revenge

19. Hatred / Rage

20. Jealousy

21. Insecurity / Guilt  
Unworthiness

22. Fear / Grief / Depression  
Powerlessness/  
Victim