

Exploring new pathways

According to the Office of Consumer and Business Affairs in Australia, a typical business only hears from 4% of unhappy customers. *How can we find out what the other 96% are thinking?*



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Seek Feedback

For some, giving and receiving feedback is commonplace. For others, it conjures up feelings of significant discomfort.

A lot of us assume that feedback will inevitably be negative. We also believe that the annual 15-minute feedback session with our boss suffices to continue our professional development.

Feedback is one of the best tools to gauge how we are really doing: professionally and personally. It enables us to grow, continue our journey of personal development, anticipate setbacks before it is too late, and prepare for the next level. Feedback is crucial in understanding how others experience us.

Do we really know if the image we are projecting is the one we want? How are doing? What do others expect of us? What do we need to start changing?

Imagine if you were a person who found making presentations very challenging.

One could argue that your feelings of nervousness might arise from your belief of how people are reacting to your presentations. What if after your presentation, you directly asked members of the audience what they liked or disliked?

Formal feedback processes, used a lot in coaching, include 360°, DISC, PCSI, etc. Informal processes can be created just by asking.

My invitation is:

1. If you have a feedback process in place, demand that it be thorough
2. Think about what you would like feedback on
3. Ask those whose opinion you value to give you constructive feedback (again and again)
4. Do not be afraid to specifically request positive feedback too
5. Offer to give feedback to others

Top 7 reasons to partner up with a coach

1. You are facing a stretch challenge.
2. You feel stuck.
3. You want to build on your strengths.
4. You want to reach your goals more effortlessly.
5. You want to make yourself a priority.
6. You have an important decision to make.
7. You are ready to move to the next level.

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intoAction helps Executives, Entrepreneurs achieve their desired results through individual and team coaching, as well as through workshops devoted to developing leadership skills, managing change successfully, and enhancing team effectiveness.