

# Feed back or fight back

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## **Purpose**

The way we talk to people sometimes produces unexpected results. We can be totally unaware that our speaking manner is aggressive, our tone judgemental, our comments dismissive or our feedback condescending. Usually, a person's reaction will give us a clue as to how feedback is received. Sometimes though, the person delivering the feedback can react as if they are the victim. This may result in a complete misunderstanding and a potentially significant conflict.

This strategy is designed for professional or personal situations where the client is getting a result that is very different from what he/she anticipates. Its purpose is to make the client aware of the cause and effect that they are producing. A conflictual situation between two people is the result of both their attitudes towards each other. As they say, 'it takes two to tango'.

## **Description**

This strategy can help the client learn more about their attitude and behaviour towards others. It will help them avoid starting a 'fire' when all they really want to do is help. This strategy will help the client understand that the way we communicate is a powerful tool, but most of the time we are not aware of the power it has, and instead get dragged down into painful conflictual situations. The main objective of the strategy is for the client to stop the psychological games and

become responsible for what they get from others as human beings, executives, fathers, husbands.

### **Process**

Put two chairs in front of each other. For ease of understanding, your client will be A and the other person in the situation will be B. Ask A to sit in a chair and to tell you about the situation with B, then about his/her feelings, what he/she feels about the situation or the person. You should at this stage have an idea of what the problem is, for example frustration, anger or jealousy. Once the game is uncovered, the client can be coached to find alternative strategies.

### **Pitfalls**

There are no major pitfalls in this strategy. For the person using the strategy, it is just about helping the client to visit the other point of view in order to understand reaction and in the future to be able to act according to the goal to get the right result.