

Relationship With Feedback

How would others answer these questions about you?

Question	0	1	2	3	Score
How do you react when things don't go according to plan? (i.e., missed deadline, cost overrun, customer defection, unexpected key employee departure)	0 - Not Well - With BADJ emotional statements that rarely lead to search for root cause (Note 1)	1 - More often with emotional statements but sporadically shifts to asking questions to identify root cause	2 - Some emotional statements but generally with questions to identify the root cause	3 - Always with objective questions seeking the root cause of the problem	
How do you respond when someone tells you something that conflicts with your perspective on an issue?	0 - Dismiss conflicting opinions	1 - Generally to dismiss the perspective unless urged or compelled by strong argument to consider the conflicting perspective.	2 - For most areas or topics you consider conflicting perspective objectively. Few areas are off limits for conflicting opinions	3 - Always with objective questions and discourse seeking to determine if conflicting perspective provides insight that could improve your perspective	
Do you have emotional no-fly zones (Note 2)	0 - Multiple well defended no-fly zones exist and they are never challenged.	1 - Many no-fly zones exist and rarely is one challenged.	2 - Very few exist and are challengeable	3 - None exist and if one was forming you would address it objectively.	
Do people feel comfortable bringing up any legitimate business issue with you	0 - People fear "kill the messenger syndrome." People delay and resist bringing up issues until they are forced to.	1 - People search for the right way and words to bring up difficult issues.	2 - For the most part they are comfortable except for some sensitive issues.	3 - Yes and they understand the best process to raise them.	

Note 1:

BADJ Statements - Blame, Anger, Denial or Justification Statements in response

Note 2:

Examples of Emotional No-Fly Zones:

Untouchables - people who are not held accountable or play by a different set of rules.

Sacred Cows - subjects that are off limits for discussions

Unquestionable Assumptions - your presumptions people have learned not to question