

Gauge the Feedback & Adjust

Feedback is Measured at the Listener's Ear

Gauge the other person's response by listening to what they say, observing their body language, look them in the eye and asking yourself, "How do they seem to be feeling?" If you're not sure, you can always ask how what you said landed.

If the person you're talking to seems sad, this is your cue to take a moment to show you Care Personally.

This is hard because when confronted with someone who seems upset, it's our natural inclination to back off what we were saying — to move the wrong direction on the **Challenge Directly** dimension of Radical Candor (increasing the challenge). Instead, now is your time to show that you care — increase the care.

Similarly, when you get an angry response from the person you're talking to, it's your cue to move up on the **Care Personally** dimension.

This is hard because when the other person is angry, it's natural for you to get angry, too. But remember, nothing will move you down on the Care Personally axis faster than anger.

One great way to show you care when confronted with negative emotions from another person is to acknowledge the emotion, for example:

"I'm noticing some strong emotion, what's coming up for you?" "My goal was to be helpful, seems I've missed the mark."

"How can I help?"

"What can I do to help get our conversation back on track?"

Often, simply acknowledging the emotion can help someone feel more understood. This is more difficult than it sounds because most people tend to pretend emotions aren't happening.

You might misunderstand the emotion you are seeing; be humble when naming the emotion. And whatever you do, don't judge the emotion or tell the person they "shouldn't" be feeling it.



Practice Your Skills

Reflect on a time when you gave someone feedback and they reacted with either unexpected emotion, or they didn't accept what you were saying.

How did you respond? Now that you know how to practice Radical Candor, how could you have handled that situation differently?

Radical Candor is easy to understand, but it's hard to do.

The only way to get better is to practice. If you don't practice your feedback skills, it's likely that you'll keep making the same mistakes over and over and over again.

RADICAL CANDOR