

# The sphere technique: How to deal with feedback at work



By AGENCY

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Feedback comes from all directions at work, whether we ask for it or not. Meaningful and constructive feedback, however, is rare, according to experts. — dpa

A negative remark from your boss, a comment from a colleague: Feedback comes from all directions at work – whether we ask for it or not.

Meaningful and constructive feedback, however, is rare, says Theresa Maxeiner.

"Almost no one is able to give good feedback." according to the motivational coach and book

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But if the other person doesn't call it feedback, but presents what they're saying as absolute, they're missing the point. Whether it's over-the-top praise or a personal attack – such kind of feedback often doesn't help or has emotions running high.

So how best to deal with such remarks? It's entirely up to you, Maxeiner says, adding that we alone decide whether to embrace the feedback or not. This takes the pressure off, as illustrated by her explanation of the sphere technique.

"There is a big sphere around me. Feedback bounces off it, and I can look at it from a distance."



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When trying to stay calm in the face of unobjective criticism, Maxeiner says it is useful to remind yourself that this is the other person's perspective, which helps to create distance.

"For example, if someone says, 'You're a mess,' I say to myself, 'OK, in your world, someone whose desk is not spotless is a mess.'"

Creating distance also means taking your time.

"I don't have to be quick-witted," says the expert.

"I can also say to the other person: 'I'm going to let that sink in first!'"

At the same time, the recipient of the feedback doesn't have to leave what has been said uncommented: "It's OK to defend yourself," says Maxeiner. – dpa

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