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When Compassion meets the Feedback Conversation:

An introduction to the PPR[©] Relational Framework
as a 'Way of Being'

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This session explores the activity of **FEEDBACK**, how we react to it and how we can improve the experience for ourselves and others by working with the **RELATIONSHIP**

1. How Feedback shapes 'Who We Are'
2. The Importance of the Relationship
3. Introduction to the PPR[©] Relational Framework
4. The Element of PREPARATION
5. The Theme of COMPASSION





- **Summarising Sartre's views on authenticity, Kearney writes:**
 - 'the authentic person ... begins by acknowledging that there is no given self to be true to; ... that **we invent ourselves as we go along**. This means we make our own identity in and **through our own decisions and actions**
 - **We are what we are not because we were born like that** ... or determined ... by our environmental conditioning, genetic heritage....but because ***we made ourselves like that*** (Kearney, 1986: 53-4, italics in original)



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The POWER of our journey to 'who we are'



Ouch!



Tales of the 'unexpected'

..... feedback



The RESULT of the Feedback Journey



- Many of us feel **Fear** giving ..
- Many of us feel **Anxious** about receiving ..
- Many of us will **Avoid** giving ..
- Organisations and clients expect ..

Even if it's GOOD news some of us can feel discomfort!

feedback



'the strength and nature of the **relationship** between coaches and executives appears as a critical success factor in successful coaching outcomes' (Visser 2010)

'**Good chemistry** with the coach, trust, confidentiality .. are key ingredients in a strong coaching alliance' (Wasylyshyn 2003)

These observations reinforce that good practice necessitates practitioners' developing 'engagement' as well as process skills

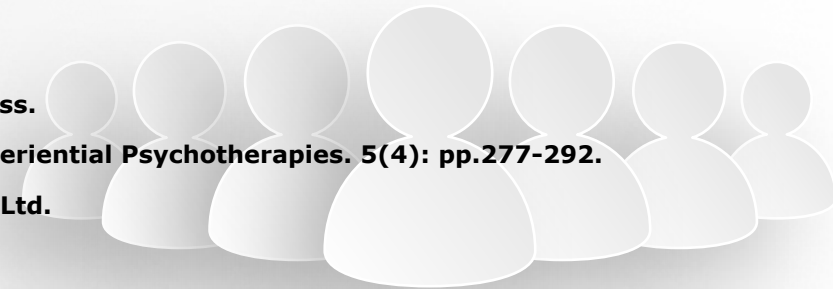


- **Relational Depth** (Mearns & Cooper, 2005 p.ix) reference 'relational depth' as 'a sheer sense of connection .. not all the time, but at some moments, I would have this sense of my client and I being deeply connected to each other: engaged, enmeshed, intertwined'
- **Relational Depth** (McMillan & McLeod, 2006) Deeply facilitative therapy relationships are characterized by a willingness to "let go" on the part of the client and enter into an enduring relationship with their therapist. A sense of connection.. ambient energy shifts of consciousness
- **Felt Sense** (Gendlin,) the unclear, pre-verbal sense of 'something'—the inner knowledge or awareness that has not been consciously thought or verbalized—as that 'something' is experienced in the body.

Gendlin, E.T. (1996) *Focusing-oriented psychotherapy: a manual of the experiential method*. New York: Guilford Press.

McMillan, M. and McLeod, J. (2006). Letting go: the client's experience of relational depth. *Person-Centered and Experiential Psychotherapies*. 5(4): pp.277-292.

Mearns, D., & Cooper, M. (2005) *Working at Relational Depth in Counselling*, pp. ix and xi. London: SAGE Publishers Ltd.



9 Seeking Relational Depth



- Doctoral Research
- Two field studies with coaches/clients
- Data gathered through reflections in and on practice
- Focus on feedback

**'Knowing' when the conditions
are right for feedback**



20
themes

Preparation

3
elements

- ★ Readiness for Feedback
 - ★ Impactfulness
- ★ Self Management
 - ★ Confidence
 - ★ **Compassion**

Extract from PPR[©] Relational Framework

Difference between EMPATHY and COMPASSION?



The Importance of Empathy



MORE VIDEOS



0:00 / 3:30



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Neff (2009) defines **Self-Compassion** as:
'Having compassion for oneself is really no different than having compassion for others'

Compassion the ways we sense another's suffering, make sense of that suffering and imagine how we can help and then carry out the intention to help reduce that suffering (Gilbert 2009, 2015)



Self Compassion



Self Compassion

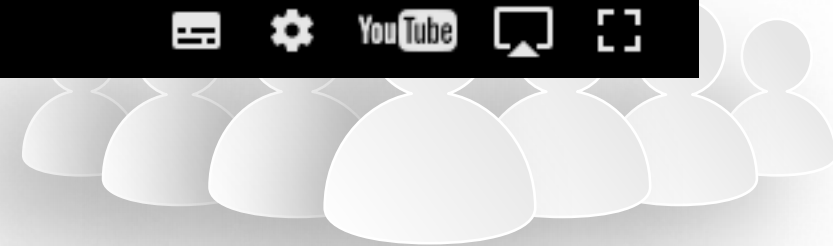
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THE SCHOOL OF LIFE

YouTube



Compassion for Others



Lawrence Greco Zen Monk

Compassion in Action: What is Active Sympathy?



MORE VIDEOS



0:00 / 1:40



YouTube



What's the norm?

- Capacity to manage workloads in a caring, trusting, collaborative culture

- Expectations of 'more with less', intrusive management, detached leadership



Scenario 1:

Think of a situation when you **GAVE feedback: How much thought did you give to:**

1. The person receiving it?
2. Your emotional state at the time?
3. Their emotional state at the time?
4. How you might give the feedback?
5. How they might receive the feedback?

Scenario 2:

Think of a time when you were **GIVEN feedback:**

1. What preparation do you think the other person did for the discussion?
2. What indication - if any - did they give to thinking about how you might feel about the feedback?
3. What were your feelings about the person giving you feedback?





Impact on Practice and Clients ?



Focus on Feedback: available
Webinars (2017) Book (2018)



The PPR[®] Relational Framework:

a 'way of being' that encourages
engagement with feedback:

Managers | Leaders | Teams | Coaches | Mentors | Supervisors

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