



Consequences Matrix

How will your decision to give or receive feedback affect your team's success?

When we think about “what happens next” as we communicate with our team, we often make better decisions on when and how to deliver and receive feedback. We are our best when we ask, “What will happen to my team if I accept or reject feedback OR if I give or neglect to offer feedback in this situation?”

- What are possible consequences of rejecting, being self-protective or ignoring feedback from a teammate or coach?
- What are possible consequences of accepting, acknowledging and adjusting to feedback from a teammate or coach?

	Long-Term		Short-Term	
	Positive	Negative	Positive	Negative
Consequences for self				
Consequences for team				

- What are possible consequences of not sharing feedback with a teammate or coach?
- What are possible consequences of sharing feedback with a teammate or coach?

	Long-Term		Short-Term	
	Positive	Negative	Positive	Negative
Consequences for self				
Consequences for team				

Decision Making: What do I do with this?

- I should act on the information I have in this situation.
- I should not act on the information I have in this situation.
- I cannot decide at this time. I need more information.
- Ask “was I acting from a place of power, control or safety” in receiving or giving feedback?
- Ask “is there a grain of truth to what is being said to me?”
- Ask “who am I protecting by refusing to share this feedback?”

The use of this matrix will not guarantee that your decisions will be good ones. However, when we consider how the consequences our decisions to engage with feedback will affect us and our team in the near and distant future, our chances of harming relationships and inhibiting success lessens.

Questions:

1. In what ways or situations do you protect yourself from giving or receiving feedback?
2. How can you best serve the team as a receiver and giver of feedback? What is your responsibility?
3. What factors will influence the most positive consequences from your action(s)? Inaction?