00:21:17   Jen Blatz — UXRS: Hello Tiziana! The September speaker is here.
00:21:25   tiziana d'Ag: too sleepy to turn the camera on. Sorry
00:22:32   Ash (he/they):   Hi everyone! I still don't have a functioning webcam lol
00:22:44   Ash (he/they):   from Sacramento, CA
00:24:08   tiziana d'Ag: Reacted to "Hello Tiziana! The S..." with 🧡
00:28:23   Khiara Las: A lot of people don't know how to give good feedback
00:28:40   Emily Dahl — UXRS: If you have questions throughout the event — add them to the chat. We will monitor them and ask them in the Q&A session at the end!
00:28:47   Charanya Sivakumar: 100% many get (give and take) very personal
00:29:11   Boris Kehr: What if they "don't like it"? ;-)
00:29:36   Ash (he/they):   then they need to specify what they don't like lol
00:29:54   tiziana d'Ag: it is also a cultural thing. Some countries (Italy) are more comfortable about criticism than others (USA) 😃
00:29:56   Rory McGee: Constructive vs Destructive
00:30:04   Henrik Håkansson: We're scared — maybe cause we connect our work to our personal value :)
00:30:12   Chloe Markley: Reacted to "We're scared — maybe..." with ❤️
00:30:12   tiziana d'Ag: Reacted to "We're scared — maybe..." with 👍
00:30:17   Emily Dahl — UXRS: Reacted to "We're scared — maybe..." with ❤️
00:30:19   Aabha Huddar: Reacted to "We're scared — maybe..." with ❤️
00:30:28   Aabha Huddar: Reacted to "What if they "don't ..." with 👍
00:30:33   Aaron Esau: Emotional Intelligence courses are interesting solution for this. My last company paid for all of their departments to attend an Emotional Intelligence course.
00:30:35   Vasudha Pathak: Reacted to "We're scared — maybe..." with 👍
00:30:39   Rory McGee: Reacted to "We're scared — may..." with 👍
00:30:39   Rohit Ajitkumar: It's also sometimes not having a structure to give and receive feedback
00:31:04   Ash (he/they):   Reacted to "it is also a cultura..." with 👏
00:31:36   Rory McGee: Reacted to "Emotional Intellig..." with 👏
00:31:53   Rachel Canlas: Reacted to "Emotional Intelligen…" with 🙌

00:31:57   Rohit Ajitkumar: Reacted to "Emotional Intelligen..." with 👏

00:32:02   Rong Ann Chou: Reacted to "We're scared — maybe..." with 👍

00:32:04   Henrik Håkansson: Reacted to "Emotional Intelligen..." with 👏

00:32:11   Rong Ann Chou: Reacted to "Emotional Intelligen..." with 👏

00:32:24   Rong Ann Chou: Reacted to "It's also sometimes ..." with 👍

00:32:29   Aaron Esau: When you put your hand on a hot stove, your body gives you a signal that you should pay attention to where your hand is! :)

00:32:36   Ash (he/they): Replying to "We're scared — maybe..."

and I think that's where the controversial lies. It doesn't necessarily have to be attached to your personal value. your worth comes from within, not from external factors, such as your work performance

00:32:37   Henrik Håkansson: Reacted to "It's also sometimes ..." with 👆

00:32:44   Jen Blatz — UXRS: Feedback is just information

00:32:47   Aaron Esau: Reacted to "It's also sometimes ..." with 👍

00:32:52   Jen Blatz — UXRS: Reacted to "When you put your ha..." with 👍

00:33:04   Chloe Markley: Reacted to "Feedback is just inf..." with 👍

00:34:20   Jen Blatz — UXRS: Become a curious collector of info

00:34:29   Rachel Abbott: I got lots of written feedback recently from colleagues anonymously as part of a company review cycle, but it was unfair and inaccurate in lots of places and showed that some people did not understand UR and also had not asked the right questions earlier. This was massively unhelpful to me and dented my confidence and trust in some other people.

00:34:46   Natasha Bailey: Reacted to "We're scared — maybe..." with ❤️

00:34:55   Rachel Abbott: I would much rather someone had come to me personally moths ago and asked questions directly so we could have had a productive conversation.

00:35:01   Natasha Bailey: Reacted to "I would much rather ..." with ❤️

00:35:02   Jen Blatz — UXRS: Everyone does not have to like your work

00:35:18   Chloe Markley: Reacted to "I would much rather ..." with ❤️

00:35:20   Bobby Bishop: Reacted to "I would much rather ..."

with ❤️

00:35:32   Ash (he/they): Reacted to "I would much rather ..." with ❤️

00:35:34   Hannah: Reacted to "I would much rather ..." with ❤️

00:35:47   Ash (he/they): seems to be along the same lines as "Not everyone has to like you"

00:36:28   Jen Blatz — UXRS: What is your favorite UX book?

00:36:40   Jen Blatz — UXRS: It's very rarely about you, anyway

00:36:55   Ash (he/they): along the same lines as: "You are not the user"

00:36:55   Stella Lee: Replying to "We're scared — maybe..."

It's important not to get too attached to whatever version you're currently working on — at the end of the day, the goal is to create the best solution possible even if it's evolved from your original idea!

00:37:08   Heather van Helvoort: Reacted to "We're scared — maybe..." with 👍

00:37:09   petar.nikov: Reacted to "It's important not t..." with ❤️

00:37:11   Jen Blatz — UXRS: Reacted to "It's important not t..." with ❤️

00:37:15   Boris Kehr: RBF hahaha

00:37:18   Kelene (k-leen):   hi all, i'm here late, thanks as always uxrs for hosting these events!

00:37:19   Heather van Helvoort: Reacted to "It's important not t..." with 💯

00:37:25   Emily Dahl — UXRS: Reacted to "hi all, i'm here lat..." with ❤️

00:37:25   Ash (he/they): Reacted to "It's important not t..." with ❤️

00:37:27   Henrik Håkansson: Reacted to "It's important not t..." with ❤️

00:37:28   Richard Butler: Reacted to "It's important not t..." with 💯

00:37:40   Aaron Esau: lol. Lord of the Rings has only 4 and 5 star reviews on Amazon. No 1 star for JRR! hehe

00:37:50   Rohit Ajitkumar: Reacted to "It's important not t..." with ❤️

00:37:50   Domi: Reacted to "Everyone does not ha..." with 💯

00:37:54   Tamaghna's iPad: Reacted to "lol. Lord of the Rin…" with 😂

00:37:56   Emily Dahl — UXRS: Reacted to "lol. Lord of the Rin..." with 😜

00:37:56   Tegan Glasheen: Ha, I had a boss get angry with me for "making a face" when I was trying to listen intently to what he was saying!
00:37:57   Amy: Reacted to "lol. Lord of the Rin..." with 😂
00:38:12   Rohit Ajitkumar: Nothing is personal, its all multitude versions of perspectives
00:38:13   Boris Kehr: Replying to "Ha, I had a boss get..."

Hmmm.. they are just walking most of the time.
00:38:14   Jen Blatz — UXRS: It's inevitable — there will always be feedback. You know you are going to get it.
00:38:22   Chloe Markley: Replying to "lol. Lord of the Rin..."

LOL I'd give those books a 2… felt the writing was too Flowery for me :—P
00:38:24   Enna — UXRS: Reacted to "It's inevitable — th..." with 👏
00:38:29   Aaron Esau: Reacted to "It's inevitable — th..." with 👏
00:38:36   Teralyn Iscrupe: Reacted to "Become a curious col..." with ❤️
00:38:52   Julie Massariol (She / Her):   Reacted to "It's inevitable — th..." with 👏
00:39:10   tiziana d'Ag: Replying to "lol. Lord of the Rin..."

honestly, I started reading the Hobbit…and really did not like it. (—:
00:39:15   Aaron Esau: Reacted to "LOL I'd give those b..." with 😂
00:39:32   Bonnie Russell: Reacted to "honestly, I started ..." with 😆
00:39:35   Enna — UXRS: Reacted to "It's very rarely abo..." with 👏
00:39:36   Emily Dahl — UXRS: Reacted to "honestly, I started ..." with 😆
00:39:43   Enna — UXRS: Reacted to "Everyone does not ha..." with 👏
00:39:46   Tolu Akinjole: Reacted to "Become a curious col..." with ❤️
00:39:47   Enna — UXRS: Reacted to "Become a curious col..." with 👏
00:39:48   Enna — UXRS: Reacted to "Feedback is just inf..." with 👏
00:40:00   Rohit Ajitkumar: Reacted to "It's inevitable — th..." with 👏

00:40:03   Jen Blatz — UXRS: Forgive yourself if you react — when it stings, what does that say about me? When and how did it arise?
00:40:10   Rohit Ajitkumar: Reacted to "Forgive yourself if ..." with ❤️
00:40:10   Enna — UXRS: Reacted to "Forgive yourself if ..." with 👏🏼
00:40:20   Shah Buyuk: Reacted to "Forgive yourself if ..." with 👏🏼
00:40:49   Chloe Markley: Reacted to "Forgive yourself if ..." with ❤️
00:41:02   Emily Dahl — UXRS: Is there one that appeals most to you?
00:41:04   Ash (he/they): checked the 1/5 ratings for What the Night Knows by Dean Koontz.....the weirdest complaint I see is that these people are saying "lol kids don't talk like that" lol...or maybe...different parents teach their children on how to speak properly
00:41:07   Parth Tailor: Question: What if you're not agreed with someone feedback?
00:41:09   Ash (he/they): Reacted to "Forgive yourself if ..." with ❤️
00:41:13   tiziana d'Ag: they are all great!
00:41:16   Henrik Håkansson: Reacted to "Forgive yourself if ..." with ❤️
00:41:32   Emily Dahl — UXRS: Reacted to "Question: What if yo..." with 👍
00:41:41   Rachel Abbott: I was upset by my feedback because I disagreed with its accuracy and relevance.
00:41:51   Richard Butler: Replying to "Forgive yourself if ..."

I think it says that you're passionate about your work. However, we have to balance passion with professionalism when it come to feedback.
00:42:01   Ash (he/they): Replying to "Question: What if yo..."

I would want to give an explanation on the design and then see if they still disagree, and then hear their explanation as well
00:42:11   Gabor Nemethi: Methods like SQUACK can encourage diverse and wide feedback palette (for ppl less involved with feedback) to avoid shallow and monotone, negative- or positive-focused feedback. Recommend to give it a try.
00:42:23   tiziana d'Ag: Replying to "Question: What if yo..."

maybe you can ignore it…or explain why you don't agree, then agree to disagree
00:42:26   Cherri Pitts: Reacted to "Methods like SQUACK ..." with ❤️

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00:42:33      Vasudha Pathak: Reacted to "Methods like SQUACK ..."
with 👍
00:43:21      Jen Blatz – UXRS:        https://www.linkedin.com/
pulse/squack-method-improve-feedback-vishaal-bedi
00:43:40      Enna – UXRS:    Reacted to "https://www.linkedin..."
with 👏
00:43:43      Gabor Nemethi:  Reacted to "https://www.linkedin..."
with 👏
00:43:58      tiziana d'Ag:   Reacted to "https://www.linkedin..."
with 👏
00:44:13      Parth Tailor:   Reacted to "I would want to give..."
with 👍
00:44:16      Parth Tailor:   Reacted to "maybe you can ignore..."
with 👍
00:44:51      md faysal:      Reacted to "https://www.linkedin..."
with 👏
00:44:53      Emily Dahl – UXRS:      "Give them energy and
insight"
00:45:03      Parth Tailor:   Reacted to "https://www.linkedin..."
with ❤️
00:45:07      Ash (he/they):  Reacted to "https://www.linkedin..."
with 👏
00:45:07      Ash (he/they):  Reacted to "https://www.linkedin..."
with 👏
00:45:48      Cherri Pitts:   https://www.youtube.com/watch?
v=7PhYbbe-vRc
00:45:59      Domi:   Reacted to "https://www.linkedin..." with
❤️
00:46:05      Enna – UXRS:    Reacted to "https://www.youtube...."
with 👀
00:46:28      Diamanta Pedraza:       Can you please show the
slide up on giving feedback for a bit
00:47:16      Jen Blatz – UXRS:       We will post the slide on
the UXRS website in Past events.
00:47:21      Chloe Markley:  Reacted to "We will post the sli..."
with 👍
00:47:51      Jen Blatz – UXRS:       https://
www.uxresearchandstrategy.com/past-events.html
00:48:06      Ash (he/they):  Replying to "Can you please
show ..."

I screenshotted and then typed it out, here you go:
00:48:12      Bonnie Russell: Reacted to "We will post the sli..."
with 👍
00:48:23      Heather van Helvoort:   Reacted to "We will post the
sli..." with 👍
00:48:25      Ash (he/they):  Replying to "Can you please
show ..."
```

The gentle art of giving feedback
– Be curious about what the other person is trying to do
– Then direct your attention to the work itself
– Collaborate in identifying where the work is and where it isn't achieving the goals set for it
– Problems do not need to be solved there and then
– Arm the other person with insights, ideas, and energy
– Let them do the work afterwards
00:48:31   Stella Lee: Replying to "Can you please show ..."

Thanks Ash!
00:48:37   Bobby Bishop: Reacted to "The gentle art of gi..." with 👏
00:48:40   Ash (he/they): Reacted to "Thanks Ash!" with 👍
00:48:52   Vasudha Pathak: Reacted to "The gentle art of gi..." with 👍
00:48:55   tiziana d'Ag: https://www.youtube.com/watch?v=E_6PskE3zfQ
00:49:29   Heather van Helvoort: Reacted to "The gentle art of gi..." with 👍
00:50:27   Sarai Prado – Sperientia: [Studio+Lab]®– ROM: Reacted to "The gentle art of gi..." with 👍
00:51:25   Ash (he/they): I feel like a lot of what's being covered has been covered in my therapy as well, touching a lot on Reflective Listening and Active Listening in terms of actually listening to the person and asking questions for clarification. If you feel the need to defend yourself, hold your tongue and save that as a later topic or even as a separate conversation
00:51:45   Aaron Esau: Reacted to "I feel like a lot of..." with 👏
00:51:45   Bobby Bishop: Reacted to "I feel like a lot of..." with 💯
00:51:54   Amy: Reacted to "I feel like a lot of..." with ❤️
00:52:00   Zoom user: Reacted to "I feel like a lot of…" with ❤️
00:52:01   Sarai Prado – Sperientia: [Studio+Lab]®– ROM: Reacted to "I feel like a lot of..." with ❤️
00:52:01   Vasudha Pathak: Reacted to "I feel like a lot of..." with 👍
00:52:21   Bobby Bishop: Replying to "I feel like a lot of..."

Was going to recommend therapy for people who want help processing their reactions to feedback.
00:52:24   Bobby Bishop: Reacted to "I feel like a lot of..." with ❤️
00:52:32   Ash (he/they): Reacted to "Was going to recomme..."

with 💯
00:52:33   Jen Blatz — UXRS: This is so cute!
00:52:37   Rachel Abbott: Reacted to "Was going to recomme..."
with 💯
00:52:38   Tyra Gustafson: Reacted to "I feel like a lot of..."
with ❤️
00:52:44   Rohit Ajitkumar: Wow this is such an amazing
video and resource
00:52:56   Emily Dahl — UXRS: Love their reactions!
00:52:59   Rong Ann Chou: Reacted to "I feel like a lot of..."
with 💯
00:53:05   Ash (he/they): Replying to "I feel like a lot
of..."

oh absolutely, it's all about controlling your defensive reactions
as well. if you can't take it very well, then you may need to watch
and look at your pride and ego
00:53:08   Rohit Ajitkumar: Yes indeed children and way
better than adults haha
00:53:12   Sarai Prado — Sperientia: [Studio+Lab]®— ROM:
Reacted to "Love their reactions..." with 💖
00:53:14   Ash (he/they): Reacted to "Love their reactions..."
with 💖
00:53:17   Rohit Ajitkumar: Reacted to "Love their
reactions..." with 💖
00:53:19   Bobby Bishop: Reacted to "Love their reactions..."
with 💖
00:53:19   Vasudha Pathak: Reacted to "Yes indeed children ..."
with 😂
00:53:20   Stella Lee: Reacted to "Love their reactions..."
with 💖
00:53:20   Chloe Markley: Reacted to "Yes indeed children ..."
with ❤️
00:53:21   Sarai Prado — Sperientia: [Studio+Lab]®— ROM:
Reacted to "Wow this is such an ..." with 💖
00:53:23   Aabha Huddar: Reacted to "Yes indeed children ..."
with 👍
00:53:23   Khiara Las: Reacted to "Yes indeed children ..."
with 😂
00:53:24   Tolu Akinjole: Reacted to "Yes indeed children ..."
with 😂
00:53:29   Amy: Reacted to "Love their reactions..." with
❤️
00:53:30   alaa mahmoud: Reacted to "Yes indeed children ..."
with 😂
00:53:39   Rohit Ajitkumar: Such authenticity and look
how empathetic they are naturally
00:53:46   Lucille Choi: I want to go to this school!

00:53:47   Chloe Markley: Reacted to "Such authenticity an..." with ❤️
00:53:47   Shah Buyuk: The teacher is doing an amazing job!
00:53:48   Rong Ann Chou: Reacted to "Such authenticity an..." with ❤️
00:53:50   Ash (he/they): https://youtu.be/tIATzLf-y04?si=nQ_ulZTMQ85oT9CQ
00:53:52   Rong Ann Chou: Reacted to "Yes indeed children ..." with ❤️
00:53:55   Vasudha Pathak: Reacted to "I want to go to this..." with 😂
00:53:57   Bobby Bishop: Replying to "Yes indeed children ..."

I think adults are just children acting how they think adults should act
00:54:05   Bri Jensen: Reacted to "I want to go to th..." with 😂
00:54:06   Cataryna: Reacted to "Such authenticity an..." with ❤️
00:54:06   Jen Blatz — UXRS: Reacted to "The teacher is doing..." with 💜
00:54:09   Ash (he/they): Replying to "https://youtu.be/tIA..."

Dr K has a very great extensive video on reflective listening^
00:54:14   Ash (he/they): Reacted to "Such authenticity an..." with ❤️
00:54:16   Val G: I want be like that teacher
00:54:20   Stella Lee: Reacted to "Such authenticity an..." with ❤️
00:54:20   Hannah: Reacted to "Dr K has a very grea..." with 👆
00:54:21   Jen Blatz — UXRS: Reacted to "I want be like that ..." with 💜
00:54:21   tiziana d'Ag: Replying to "I feel like a lot of..."

oh yeah, this is what the imago dialgue technique is about https://imagoworks.com/the-imago-dialogue/steps/
00:54:54   Jen Blatz — UXRS: Focusing on the goals. What a good point!
00:55:07   Rohit Ajitkumar: This is a question to UXRS — whether this video will available online for a later revisit ?
00:55:32   Emily Dahl — UXRS: Yes, we will post a recording on our past event page!
00:55:39   Bonnie Russell: Reacted to "Yes, we will post a ..." with ❤️
00:55:47   Jen Blatz — UXRS: This session will be recorded and posted on our Youtube channel after the event

https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ?
view_as=subscriber
00:55:47   Yash Hemmady: Reacted to "Yes, we will post a ..."
with ❤️
00:55:53   Emily Dahl — UXRS: Reacted to "This session
will be..." with 👍
00:55:57   Ponchai Reainthong: Reacted to "This session
will be..." with 👍
00:55:58   Vasudha Pathak: Reacted to "This session will be..."
with ❤️
00:56:08   Bonnie Russell: Reacted to "This session will be..."
with ❤️
00:56:10   Rohit Ajitkumar: Reacted to "This session
will be..." with ❤️
00:56:10   Rohit Ajitkumar: Reacted to "This session
will be..." with 👍
00:56:12   Sarai Prado — Sperientia: [Studio+Lab]®— ROM:
Reacted to "This session will be..." with ❤️
00:56:14   Jen Blatz — UXRS: Feedback is only meaningful
if there is room to iterate
00:56:14   Bobby Bishop: https://www.youtube.com/
@UXResearchStrategy
00:56:16   Rohit Ajitkumar: Thank you kindly 🙂
00:56:34   Anna Kariny Santos: Reacted to "This session
will be..." with 👍
00:56:35   Anna Kariny Santos: Reacted to "This session
will be..." with ❤️
00:56:36   Jen Blatz — UXRS: Feedback predisposes a
culture of trust.
00:56:40   Ash (he/they): Feedback is also meaningful if you
actually accept it and put it into action as well
00:57:08   Parth Tailor: Reacted to "Feedback is only mea..."
with 👏
00:57:17   Emily Dahl — UXRS: Also as a quick reminder for
anyone who may need to drop off a bit early, please fill out the
post—event survey and let us know what you thought about the event:
https://forms.gle/UkNMEqmGBrzbP4so9
00:57:24   Jen Blatz — UXRS: 🥪
00:57:25   Heather van Helvoort: Reacted to "Feedback is only
mea..." with 👏
00:57:30   Ash (he/they): Replying to "Feedback is also
mea..."

I've always loved this small interaction dialogue:
"Thanks for your advice."
"Thanks for taking it."
00:57:46   Heather van Helvoort: Reacted to "I've always
loved th..." with 👍
00:58:04   Andrea Falke: I've always found it helpful to

start any feedback session with asking or telling people what type
of feedback you need. What is helpful in that moment. That way
people can provide the right level.
00:58:06   Jen Blatz — UXRS: LOVED this!!!
00:58:07   Rohit Ajitkumar: Thank you David
00:58:13   Bonnie Russell: Reacted to "I've always found it..."
with 👍🏻
00:58:13   Rory McGee: Great talk!
00:58:15   Rohit Ajitkumar: That's very insightful and
educational
00:58:15   Emily Dahl — UXRS: Anyone have questions for
David?
00:58:16   Parth Tailor: Reacted to "Feedback is also mea..."
with 👏
00:58:16   Alessandra Smircich: thank you!
00:58:17   Tyra Gustafson: Thank you!
00:58:19   Jen Blatz — UXRS: Questions? Drop them here!
00:58:23   Christine Jones (she/her):   Excellent!!
00:58:24   Vasudha Pathak: Thank you !
00:58:25   Ryan Tillett: Thank You!!!
00:58:26   Chloe Markley: This was great, thank you!!
00:58:27   Amy: Thank you David! Insightful and profound
00:58:47   Jen Blatz — UXRS: @Boris Kehr drop you
question in the chat
00:58:54   Rong Ann Chou: insightful and lovely!
00:59:15   Ponchai Reainthong: Thank you @David de Leon
00:59:17   Boris Kehr: How do you handle "feedback" from
your boss that you don't agree with?
00:59:32   Boris Kehr: Reacted to "@Boris Kehr drop you..."
with 👍🏻
00:59:33   Delaney Broberg: Do you have advice on how to
prioritize feedback
00:59:39   Cherri Pitts: Replying to "How do you handle
"f..."

try the "yes, and" method
00:59:44   Elizabeth Jorgenson: Reacted to "I've always
found..." with 👍🏻
00:59:52   Heather van Helvoort: Reacted to "Do you have
advice o..." with ➕
00:59:57   Elizabeth Jorgenson: Reacted to "Do you have
advice..." with ➕
01:00:07   Bonnie Russell: Reacted to "try the "yes, and" m..."
with 💯
01:00:10   David Bodin: Reacted to "try the "yes, and" m..."
with 👍🏻
01:00:11   Rohit Ajitkumar: I have a question how do you
respond to a feedback coming from your Boss, but the issue her at
hand is the team disagrees with the Boss, and no one is ready to
speak up ?
01:00:12   Emily Dahl — UXRS: Reacted to "Do you have

advice o..." with 👍
01:00:17   Rory McGee: Reacted to "try the "yes, and"..."
with 💯
01:00:27   Domi: Reacted to "Do you have advice o..." with
➕
01:00:29   Jen Blatz — UXRS: Speaking of feedback! Share
your thoughts about today's event:
https://forms.gle/UkNMEqmGBrzbP4so9
01:00:39   Lucille Choi: How do you handle push back on your
feedback?
01:00:40   Ash (he/they): What if I give someone feedback, but
then they get so defensive, that it nearly derails the conversation?
01:00:59   Bobby Bishop: Replying to "How do you handle
"f..."

Do a one person improv show for them, got it.
01:01:03   Parth Tailor: Reacted to "I've always loved th..."
with 👍
01:01:06   Domi: Reacted to "What if I give someo..." with
👍
01:01:06   Cherri Pitts: UX makes you lose your ego.
01:01:13   Gabor Nemethi: Replying to "Do you have advice
o..."

I consolidate with my peers / clients on my next steps as a designer
based on the feedback, and see if we are one the same page. It also
sets expectation for our upcoming feedback session
01:01:19   Rory McGee: How do you prioritize feedback?
01:01:27   Malick Niane: Reacted to "Do you have advice o..."
with ➕
01:01:33   Cherri Pitts: Replying to "How do you
prioritiz..."

SQUACK method
01:01:54   Ash (he/they): How would you help people navigate
their defensive reactions in a professional setting? I feel like I
know how to do this in a friendship and romantic relationship
structure, but not so much in a professional way
01:02:03   Bobby Bishop: How do you handle overwhelming
amount of feedback?
01:02:10   Jen Blatz — UXRS: https://medium.com/
@ychsieh93/design-critique-methods-dddbe1405491

01:02:15   Rory McGee: Reacted to "SQUACK method" with 👍
01:02:32   Andrea Falke: @Rohit Ajitkumar I've found that one
person leading in push back and speaking up can lead to others
feeling comfortable in doing the same. It can slowly help to build
up some level of psychological safety.
01:02:41   Parth Tailor: Replying to "How would you help
p..."

Good One 😂!

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01:02:48        Gabor Nemethi:  Reacted to "SQUACK method" with 👍
01:02:48        Sergio Aleman:  When do you know when stop iterating
on a design when given feedback?
01:03:09        Bobby Bishop:   Reacted to "@Rohit Ajitkumar I'v..."
with 👍
01:03:13        Malick Niane:   Reacted to "When do you know whe..."
with ➕
01:03:21        Hannah: Reacted to "When do you know whe..." with
➕
01:03:22        Ash (he/they):  Replying to "UX makes you lose
yo..."

not always, only for those who haven't worked on their egos much.
I've been surprised by who has allowed their pride affect their work
performance
01:03:22        Boris Kehr:     How do you give feedback to co-
worker that don't want feedback?
01:03:26        Rohit Ajitkumar:        Reacted to "@Rohit Ajitkumar
I'v..." with 👍
01:03:29        Rohit Ajitkumar:        Reacted to "@Rohit Ajitkumar
I'v..." with ❤️
01:03:36        Gabor Nemethi:  Replying to "How do you
prioritiz..."

Yes, agreed. SQUACK by default provides some prioritisation.
01:03:54        Malick Niane:   How to leave room in your process
for incorporating feedback so your butterfly can look like Austin's
4th version
01:04:16        Harley Jebens:  How do you encourage people to come
to you for feedback? I feel like I make the offer quite often -- "if
you are working on something and would like some input or ideas,
let's something up." But that offer is rarely followed up on. Any
advice on what I can do to change that?
01:04:46        Bobby Bishop:   Could be your own approach
01:04:56        Chloe Markley: Reacted to "How do you encourage..."
with 👍
01:05:12        Cecilia Alcantara-Bedford:      Replying to "What if
I give someo..."

You could probably treat it like a trauma-related response. Show
sincerity and admit that you may have said something that has
offended(?) them. Acknowledge they are feeling a type of way about
it and maybe reschedule the conversation or take it to a different
platform (do they respond better face to face, email, etc.)
01:05:23        Ash (he/they):  Replying to "How do you give
feed..."

See, in a social setting, that's normally considered rude lol but in
a professional setting, that coworker is just being stubborn. in a
work setting, we should be wanting to improve ourselves to produce
better results
01:05:31        Gabor Nemethi:  Fédback
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01:05:36      Jen Blatz – UXRS:      Don't let them walk through
life with spinach in their teeth!
01:05:42      Emily Dahl – UXRS:      Reacted to "Fédback" with
😂

01:05:46      Malick Niane:   Reacted to "Fédback" with 😂
01:05:47      Varuna Mudumby: Reacted to "Fédback" with 😂
01:05:47      Chloe Markley:  Reacted to "Don't let them walk ..."
with 😂
01:05:50      Khiara Las:      Reacted to "Fédback" with 😂
01:05:50      Elizabeth Jorgenson:    Reacted to "How do you
encoura..." with 👍
01:05:50      Bonnie Russell: Reacted to "Don't let them walk ..."
with 😂
01:05:50      Val G:  Reacted to "Don't let them walk ..." with
😂
01:05:50      Malick Niane:   Reacted to "Don't let them walk ..."
with 😂
01:05:51      Varuna Mudumby: Reacted to "Don't let them walk ..."
with 😂
01:05:52      Khiara Las:      Reacted to "Don't let them walk ..."
with 😂
01:05:55      Cecilia Alcantara–Bedford:      Reacted to "@Rohit
Ajitkumar I'v..." with ❤️
01:05:59      tiziana d'Ag:    sometimes you simply get tired of
correcting mispronunciation, especially if it is your name. 😃
01:06:08      Shah Buyuk:      Replying to "Fédback"

Should be the title of this talk
01:06:09      Ash (he/they):  Reacted to "You could probably t..."
with 👍
01:06:11      Khiara Las:      Reacted to "sometimes you simply..."
with 💯
01:06:16      Jen Blatz – UXRS:      Reacted to "sometimes you
simply..." with 😜
01:06:25      Cecilia Alcantara–Bedford:      Reacted to "Fédback"
with 😂
01:06:33      Gabor Nemethi:  CANNOT AGREE MORE. Use SQUACK for
feedback diversity
01:06:41      Domi:   Thank you for saying that!!
01:06:54      Bobby Bishop:   recency and primacy effect as well
01:06:55      Cataryna:       Reacted to "CANNOT AGREE MORE. U..."
with ❤️
01:06:56      tiziana d'Ag:   Again, it may be cultural. It is so
expected in US especially in college
01:07:05      Ash (he/they):  it doesn't seem authentic if you do
good news, then the real news
01:07:09      Khiara Las:      What is this SQUACK everyone keeps
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mentioning
01:07:12   Domi: Reacted to "it doesn't seem auth..." with 💯
01:07:17   Val G: Reacted to "it doesn't seem auth..." with 💯
01:07:25   Ash (he/they): Replying to "What is this SQUACK ..."

someone linked it earlier

https://www.linkedin.com/pulse/squack-method-improve-feedback-vishaal-bedi/
01:07:29   Andrea Falke: The way many of us were taught in school is a fear based approach to feedback. I think it takes a long time to unlearn that. Building a culture of psychological safety certainly takes time but kindness and directness goes a long way at least in my experience. Also good to remember feedback is just feedback, you don't have to listen to or action on all of it.
01:07:30   Gabor Nemethi: Replying to "What is this SQUACK ..."

https://www.squackfeedback.com/
01:07:31   Cecilia Alcantara-Bedford: Reacted to "Don't let them walk ..." with 😂
01:07:37   Cecilia Alcantara-Bedford: Reacted to "sometimes you simply..." with 💯
01:07:42   Bobby Bishop: people can sense if you force positive feedback
01:07:43   Domi: Replying to "What is this SQUACK ..."

https://www.squackfeedback.com/
https://www.youtube.com/watch?v=7PhYbbe-vRc
https://www.amazon.com/SQUACK-Improve-Feedback-motivational-understandable/dp/1737204908
01:07:58   Malick Niane: Reacted to "people can sense if ..." with 💯
01:07:59   Ash (he/they): Reacted to "Don't let them walk ..." with 😂
01:08:01   Alessandra Smircich: https://www.squackfeedback.com/
01:08:08   Ash (he/they): Reacted to "Fédback" with 😂
01:08:09   Elizabeth Jorgenson: Reacted to "people can sense i..." with 💯
01:08:16   Khiara Las: Reacted to "The way many of us w..." with 👍
01:08:16   Bonnie Russell: I try to encourage everyone to think of the process as iterative, and what we're trying to do is make something the best thing it can be, and that feedback is a step toward that goal. It's a positive thing, and we're pursuing a better output.

01:08:24   Bobby Bishop: Act like a puppy who has not seen their owner in a while
01:08:26   Val G: I've always thought that it's easy to develop a radar for the "feedback sandwich"…. like I start bracing myself for the bad news
01:08:30   Shah Buyuk: Reacted to "Act like a puppy who..." with 😂
01:08:33   Cecilia Alcantara–Bedford: Reacted to "Act like a puppy who..." with 😂
01:08:33   Rohit Ajitkumar: Reacted to "Act like a puppy who..." with 😂
01:08:36   Domi: Reacted to "Act like a puppy who..." with 😂
01:08:38   Bonnie Russell: Reacted to "I've always thought ..." with 💯
01:09:00   Chloe Markley: Reacted to "I try to encourage e..." with ❤️
01:09:03   Khiara Las: Reacted to "I try to encourage e..." with ❤️
01:09:04   Aaron Esau: I learned in customer service that people can hear you smile over the phone, and I think it's true with receiving feedback too. People will be able to recognize your BS if you aren't really sincere about welcoming feedback.
01:09:14   tiziana d'Ag: Reacted to "I learned in custome..." with 🧡
01:09:16   Tegan Glasheen: Reacted to "I've always thought ..." with 👍
01:09:17   Khiara Las: Reacted to "I learned in custome..." with 🧡
01:09:20   Emily Dahl – UXRS: Reacted to "I learned in custome..." with 🧡
01:09:22   Shah Buyuk: No slides! – Don't change that 🙂
01:09:24   Jen Blatz – UXRS: Summary:
1 Design feedback is a gift – this is a feeling that something useful is happening
2 Feedback is just information – Neutralizes emotional affect.
3 Become a curious collector of info – same skills as you have if you do research. I need to talk less and listen more. This signals it is easy to give you feedback
4 Stop worrying about people liking your work or liking you – liking is a poor metric for the quality of design
5 It's very rarely about you – it can just be their thinking face. With hold your reaction to the other's reactions
6 It's inevitable – there will always be feedback. You know you are going to get it.
7 Forgive yourself if you react – when it stings, what does that say about me? When and how did it arise?
01:09:33   Andrea Falke: Reacted to "Summary:

1 Design fe…" with ❤️

01:09:36   Cecilia Alcantara-Bedford: Reacted to "I learned in custome..." with 🧡
01:09:44   Rong Ann Chou: Reacted to "I learned in custome..." with 🧡
01:09:48   Lisa Thomas: Essentially the 'getting curious' about the other's project is the compliment (in the compliment sandwich)
01:09:50   Cecilia Alcantara-Bedford: Reacted to "Summary: 1 Design fe..." with ❤️
01:09:53   Sara Loup: Reacted to "I learned in custome..." with 🧡
01:09:53   Susana Castillo: Reacted to "Summary: 1 Design fe..." with ❤️
01:10:00   Emily Dahl — UXRS: If you haven't already, we would love to hear your feedback! Share your thoughts about today's event:
https://forms.gle/UkNMEqmGBrzbP4so9
01:10:12   Heather van Helvoort: Reacted to "Summary: 1 Design fe..." with ✨
01:10:24   Bobby Bishop: Reacted to "Summary: 1 Design fe..." with ❤️
01:10:45   Ash (he/they): Replying to "How do you encourage..."

I'd say using more empathetic words, and providing a safe space. How have you been approaching it? How do you talk to them?

There's a difference between: "Hey, ask me for help whenever you need it" vs "I always love to see how much you're growing, so I'd genuinely love to see your progress. If you ever want to bounce ideas with me, you know where I'll be."

one way sounds like you're doing them a favor, the other way makes it sound like you're offering to work together as equals
01:10:47   Jen Blatz — UXRS: New version coming: https://medium.com/@david.deleon/design-critique-cards-6cdad3f1406f
01:10:48   Domi: Reacted to "How do you encourage..." with 👍
01:11:12   tiziana d'Ag: Reacted to "New version coming: ..." with 🧡
01:11:12   Jen Blatz — UXRS: https://www.designcritiquecards.com/
01:11:32   tiziana d'Ag: that was so cool
01:11:43   Ash (he/they): Replying to "The way many of us w..."

huh...that's strange. I feel like I always loved the critical thinking workshops my English classes did in high school....
01:12:08   Bobby Bishop: Reacted to "The way many of us w..." with 👍
01:12:13   Domi: Reacted to "New version coming: ..." with

🧡
01:12:14	Jen Blatz — UXRS:	http://daviddeleon.se
01:12:22	Bonnie Russell: Reacted to "The way many of us w..." with 👍
01:12:50	Chloe Markley:	Do you have any tips for creating a culture of feedback on a team?
01:13:02	Andrea Falke:	Replying to "The way many of us w…" I'm speaking more specifically to design (visual design) critiques.
01:13:02	Aaron Esau:	It' snot about the NAIL!
01:13:10	Bri Jensen:	Reacted to "I've always thoug..." with 💯
01:13:24	Emily Dahl — UXRS:	Reacted to "Do you have any tips..." with 👍
01:13:31	Cecilia Alcantara—Bedford:	Reacted to "I'd say using more e..." with ❤️
01:13:40	Susana Castillo:	Reacted to "Do you have any tips..." with 👍
01:13:58	Ash (he/they):	Replying to "The way many of us w..."

well you said "taught in school is a fear based approach" so that's what it made me think of
01:14:52	Cherri Pitts:	feedback gives you validation, a human need
01:15:13	Jen Blatz — UXRS:	Please fill out the post-event survey and let us know what you thought about tonight's event! https://forms.gle/UkNMEqmGBrzbP4so9
01:15:40	Bobby Bishop:	Replying to "Please fill out the ..."

Opportunity to practice giving feedback!
01:15:53	Andrea Falke:	Replying to "The way many of us w…" Glad you had a different experience. Design school in my experience was based in fearing design critiques. Hopefully that has changed over the last decade.
01:15:56	Chloe Markley:	Thank you! Awesome ideas
01:16:03	Shah Buyuk:	"If there were no limitations, what would you do?" The first cards says
01:16:06	Khiara Las:	Thank you
01:16:07	Parth Tailor:	Question: How to design feedback process if you're working on product base organization?
01:16:09	Bonnie Russell: This has been very helpful, thank you!
01:16:14	Susan Tang:	thank you!!!
01:16:16	Rohit Ajitkumar:	Thank you very much !
01:16:16	Vy Hoang:	Thank you so much. This was great!
01:16:16	Diamanta Pedraza:	👏
01:16:18	Gabor Nemethi:	👏
01:16:21	tiziana d'Ag:	how awesome!
01:16:21	Shuai Mu:	Thank you for the presentation!!
01:16:22	Chloe Markley:	👏 👏👏

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01:16:23        Susan Tang:     Reacted to "👏 👏" with 👏
01:16:28        Vasudha Pathak: Thank You So Much
01:16:28        Laurie Sugiarto:        Thank You!!!
01:16:29        Diamanta Pedraza:       Thank you

01:16:31        Vy Hoang:       Reacted to "👏 👏👏" with 👏
01:16:41        Sara Loup:      Thank you David, this has been so
helpful!
01:16:41        Domi:   Thank you so much! It was fantastic !!!
01:16:50        Andrea Falke:   Thank you!

01:16:51        Rong Ann Chou:     ❤️

01:16:53        Ash (he/they):  Replying to "The way many of us
w..."

oh, that sounds terrible. I'm sorry that happened to you
01:16:54        Susana Castillo:        Thank you, David!
01:16:56        Marina: thank you, david!!
01:17:04        Marina: awesome
01:17:13        Ponchai Reainthong:     Thanks again.
01:17:13        Robert Fein:    How do we get access t o the
recording? I had a power failure for most of this
01:17:22        Emily Dahl – UXRS:      Tell us what you thought of
today's event:
https://forms.gle/UkNMEqmGBrzbP4so9
01:17:26        Parth Tailor:   Thank you all.

01:17:28        Murray Leslie:  Great topic😃
01:17:41        Bonnie Russell: I have a migraine brewing so I will
leave, but this was fantastic. Thank you!
01:17:44        Emily Dahl – UXRS:      This session will be
recorded and posted on our Youtube channel after the event
https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ?
view_as=subscriber
Make sure to subscribe so you get notifications of when we have a
new recording up!
01:17:48        Julie Massariol (She / Her):    Thank you David! 👏
01:17:51        Stephanie Vasko:        Reacted to "This session
will be..." with 👍
01:18:09        Jen Blatz – UXRS:       Reacted to "This session
will be..." with 👍
01:18:18        Elba Echevarria:        Thank you!
01:18:55        Reyhane Taheri: I really enjoyed this session, thank
you all
01:51:27        Marcus: Is it alright we exchange LinkedIn here?
01:51:30        Jen Blatz – UXRS:       Last call:
Tell us what you thought of today's event:
https://forms.gle/UkNMEqmGBrzbP4so9
01:51:33        tiziana d'Ag:   linkedin.com/in/tizianadagostino
01:51:47        Emily Mabini:   https://www.linkedin.com/in/
emilymabini/
01:51:53        Emily Dahl – UXRS:      Connect with us! Use our
LinkTree with links to all our social media channels.
https://linktr.ee/uxrs
01:51:57        Angela Gohman:  https://www.linkedin.com/in/angela-
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gohman-08394a224/
01:52:00   Stella Lee: https://www.linkedin.com/in/
stellaannlee/
01:52:05   Jen Blatz — UXRS: Connect with us! Use this
link to join all of our social media channels:
https://linktr.ee/uxrs
01:52:12   Jen Blatz — UXRS: Sign up for the UXRS Slack &
introduce yourself: https://forms.gle/UiMSCzeFDBcEVVtQ8
01:52:38   Bobby Bishop: https://www.linkedin.com/in/bobby-
bishop/
01:52:45   tiziana d'Ag: thank you everyone. Gotta run for my
next meeting. I will see you all next month
01:52:51   Jen Blatz — UXRS: Reacted to "thank you
everyone. ..." with 💜
01:53:07   Angie Lacey: Me too. Thanks everyone! Have a
great day.
01:53:14   Jen Blatz — UXRS: Reacted to "Me too. Thanks
ever..." with 💜
01:53:39   Ash (he/they): can you repeat that Mercy
01:54:44   Ash (he/they): "What's your advice to a 3rd year
Economics student trying to pivot her way into the UX Design
industry?" — Mercy
01:54:58   Enna — UXRS: Reacted to ""What's your advice ..."
with 🌟
01:55:45   Bobby Bishop: behavioral economics might be
something to look at
01:55:52   Ash (he/they): Reacted to "behavioral economics..."
with 👀
01:56:15   Helena Tängdén: Reacted to "behavioral economics..."
with 👍🏼
01:57:08   Bobby Bishop: do little projects and get feedback
from people in the field
01:57:58   Val G: Reacted to "do little projects a..." with
👍
01:57:59   Bobby Bishop: look for projects that deals with
economics
01:58:00   Jen Blatz — UXRS: https://
www.uxresearchandstrategy.com/news
01:58:14   Mercy Okafor: Reacted to "look for projects th…"
with 👌
01:58:28   Bobby Bishop: Find people who have a background in
economics and work in UX
01:58:35   Bobby Bishop: and info interview them
01:58:42   Amy: Reacted to "Find people who have..." with
❤️
01:59:30   Bobby Bishop: bootcamps are not worth it, coming
from someone who did a bootcamp
01:59:37   Val G: Reacted to "bootcamps are not wo..." with
👍
01:59:42   Henrik Håkansson: Reacted to "bootcamps are
not wo..." with 👥

01:59:54   Val G: Yea it all comes down to the projects you can show
01:59:57   Mercy Okafor: Replying to "and info interview t…" Thank you!
02:00:19   Ash (he/they): I feel like I learned a lot of great things with a bootcamp, it helped me learn all the foundations, but I feel like I could have left with more
02:02:35   Stella Lee: Don't worry too much about how you learned the process, focus on the quality of your case studies. While I had a great experience at a bootcamp, it really depends on your mentor and how invested they are in actually guiding you.
02:02:44   Rohit Ajitkumar: Reacted to "Don't worry too much..." with ❤️
02:02:47   Alexa Juarez: Reacted to "Don't worry too much..." with ❤️
02:02:56   Amy: Replying to "Don't worry too much..."

Agree!
02:02:58   Henrik Håkansson: Very nice interviewing skill with repeating Bobby's statement, Ash 😁
02:03:17   Ash (he/they): Replying to "Very nice interviewi..."

lol thanks
02:03:19   Stella Lee: Reacted to "Very nice interviewi..." with 😂
02:03:28   Rohit Ajitkumar: Reacted to "bootcamps are not wo..." with 👍
02:03:33   Bobby Bishop: Reacted to "Very nice interviewi..." with 😂
02:03:36   Rohit Ajitkumar: Reacted to "bootcamps are not wo..." with ❤️
02:03:43   Bobby Bishop: Reacted to "Don't worry too much..." with ❤️
02:03:45   Rohit Ajitkumar: Reacted to "I feel like I learne..." with ❤️
02:04:21   Amy: I have to head out but it was great to meet all of you and thank you for hosting, UXRS!
02:04:28   Val G: That's tough to hear
02:04:39   Henrik Håkansson: Reacted to "That's tough to hear" with 👆
02:04:55   Bobby Bishop: "culture fit" is a red flag for me
02:05:04   Enna — UXRS: Reacted to ""culture fit" is a r..." with 👏
02:05:06   Henrik Håkansson: Reacted to ""culture fit" is a r..." with 👆
02:05:19   Stella Lee: Replying to "Don't worry too much..."

Check out ADPList for access to mentors who will give you feedback

for free, but self learning is perfectly valid.
02:05:26   Rohit Ajitkumar: Reacted to "Check out ADPList fo..." with ❤️
02:05:35   Angela Gohman: Reacted to "Check out ADPList fo..." with ❤️
02:06:06   Henrik Håkansson: Need to head out as well, super nice and well-organized event! Take care guys 👋
02:06:11   Enna – UXRS: Reacted to "Need to head out as ..." with 👏
02:06:46   Rohit Ajitkumar: Reacted to "Need to head out as ..." with 👏
02:06:50   Rohit Ajitkumar: Reacted to ""culture fit" is a r..." with 👏
02:07:36   Ash (he/they): Reacted to "Need to head out as ..." with 👏
02:09:07   Jen Blatz – UXRS: Good advice
02:09:46   Floc. NID: Soukarni
02:09:56   Floc. NID: Apologies for the random name on this call
02:10:00   Emily Dahl – UXRS: Reacted to "Soukarni" with ❤️
02:10:29   Floc. NID: https://www.linkedin.com/in/soukarni-barai
02:10:46   Floc. NID: Happy to connect with anyone who would want to :)
02:11:32   Marcus: Reacted to "Happy to connect wit..." with 👍
02:13:29   Val G: This was a great event. Thank you!
02:13:35   Sarang Kim: thank you so much
02:13:38   Emily Dahl – UXRS: Thank you all for coming today!
02:13:40   Marcus: Thank you, I met lovely people tonight ! :)
02:13:41   Alexa Juarez: Thank you so much!
02:13:43   Matthew Bracaglia: Feel free to add me too: https://www.linkedin.com/in/mattbracaglia/
02:13:49   Floc. NID: Thank you so much for this session 🌻 loved meeting everyone :)
02:13:52   Efe Agadagba: Thank you very much
02:13:55   Stella Lee: Thanks so much!