

# Skills Sprint Day 2

## How to learn from feedback

Learn Like  
a Lobster  
Squiggly Careers  
Skills Sprint

**Lobsters grow by shedding their shells, and so do we.**

The moments that stretch us, challenge us, and feel uncomfortable are often the ones where real learning happens.

Giving feedback is one of those moments. And feedback feels harder when we have to say the hard thing.

### Why does it matter?

85% of people stay silent about concerns at work (Harvard Business School).

Imagine the learning we could unlock if people felt more confident to give feedback and say the hard thing?

## Say the hard thing framework to try



**Open** with a question to understand someone's situation.



**Acknowledge** their response, and use what you've heard as part of the conversation.



**Say the hard thing** in a short and simple way.



**Involve** the other person and hear their perspective.

## 24 hour action – try our say the hard thing tool



It helps you practice saying the hard thing and get feedback on your approach.

### Describe Your Difficult Conversation

Tell us about the feedback you need to give. Who is it for? What's the issue?

Example: I need to tell my manager that they've cancelled our 1:1 meetings three times in a row and it's affecting my ability to get feedback...