Interreg Co-funded by the European Union
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WoDiLab

# FEEDBACK, NOT FAILURE

***Learn how to turn every 'no' into clarity, growth, and confidence.***

## ACTION CHECKLIST

- [ ] **Step 1 – Create your pre-game routine**
  Prepare yourself before each conversation.
- [ ] **Step 2 – Define your grounding phrase**
  Choose a phrase that keeps you focused on service.
- [ ] **Step 3 – Create your post-call reflection**
  Turn each conversation into learning.
- [ ] **Step 4 – Identify your next improvement**
  Decide what to improve after each call.

## Step 1 – Your Pre-Game Routine

Before each call, take a moment to prepare your state.

Write your 3-step routine:

_____
_____
_____
_____
_____
_____
_____

## Step 2 –Your Grounding Phrase

Examples:

- Serve, not sell
- I listen first
- I've got this

Write your phrase:

_____
_____
_____
_____

## Step 3 – Post-Call Reflection

After each call, reflect:

What went well?

_____
_____

What would you do differently next time?

_____
_____

How confident did you feel?

_____
_____

## Step 4 – Reframing 'No'

A 'no' is feedback, not failure.

Write your new interpretation:

_____
_____
_____
_____

**Your Next Action**

What will you improve next?

_____
_____
_____
_____

## *For this session*

Create your pre-game routine and use your reflection after two conversations.

## *Your points*

- 1 XP – Watch the training
- 2 XP – Completing the worksheet
- 2 XP – Reflect after two conversations

**Total: 5 XP**

You don’t lose when you hear 'no.' You grow every time you show up.