

THE ART OF RECEIVING FEEDBACK

The Value of Feedback

- Contributes to a **learning work environment**
- Fosters **positive change**
- **Improves working relationships** through giving and receiving honest helpful feedback
- **Increases self-awareness** and the impact of own behavior and actions on others
- **Encourages and reinforces** effective ways of working
- **Redirects a behavior** towards a more productive path of action
- **Builds critical skills** for an effective healthy organization
- Breaks down work silos to **improve work processes**

2 Types of Feedback

Positive Feedback

- Recognition of good work or successful projects.
- Reinforce effective behaviors.
- Appreciation for demonstrating strengths and WVU Values

Learning Feedback

- To correct specific behaviors to meet standards.
- To help refine or enhance skills for maximum effectiveness.



Do

- Do reflect on the insights from their perspective.
- Do ask for specific examples and suggestions.
- Do say thank you.



Don't

- Don't interrupt or get defensive during feedback.
- Don't automatically ignore the feedback.
- Don't be afraid to ask if you don't fully understand their point of view.

Feedback is first and foremost, about learning, developing, and growing.



BE OPEN

Choose to make a positive assumption that a person providing feedback has good intentions for the purpose to help improve/develop for your optimal growth and success. There is no need to agree or disagree at this point in the conversation, just be curious and gather information about yourself.



LISTEN

Practice hearing the feedback as a way to "listen to learn". Try to avoid creating a shield to block the feedback message and receive it in hope to gain as much value as possible. Be willing to work through any of your own negative defenses.



ENGAGE IN DIALOGUE

Repeat back what you heard in your own words. Ask for specific examples or questions to clarify your understanding. Talk about any similarities or differences in each other's point of view. Ask for suggestions and discuss what can be done in the future to improve or grow.



ACKNOWLEDGE

Thank the person for sharing their perspective and insight to help you gain their perspective. Let them know that you will continue to process the feedback and keep it in mind.



PLAN FOR ACTION

Make a commitment to thoughtfully consider any necessary actions based on the feedback you received. Determine if you need to further self-assess what you heard, need a second opinion or identify 1 or 2 behaviors or habits that you can begin changing that will help you to improve or grow.



- Organizations with **frequent** and **balanced** feedback tend to have employees who feel **committed, valued** and **willing to learn and grow**.
- Organizations with **ineffective** or **lack** feedback tend to have employees who are **suspicious, withhold commitment, and disengaged**.