

THE ART OF RECEIVING FEEDBACK

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 one or two behaviors or habits that you can begin changing that will help you to improve or grow.