

HOW TO RECEIVE FEEDBACK

A three-step approach to receiving feedback.

Use this summary of the three steps as a guide when you receive feedback. Your goal should be to extract as much useful information from the feedback as possible.

Step One: Understand the Feedback

Focus on understanding the feedback.

When you listen, listen to understand, not to argue.

Ask clarifying questions until the feedback is specific enough to act on. What is the context: *where, when, and how* did the feedback giver observe or hear *what*?

Step Two: Add Your Views or Interpretations

Supplement with *your* way of seeing things.

Use language that keeps the conversation open and constructive. Express yourself in a way that shows what *your* view is, instead of arguing or trying to prove the feedback giver wrong.

When the conversation ends, thank the feedback giver. And say what you intend to do with the feedback. If you disagree with the feedback or need to reflect on it before you know what to do with it, you can also say so.

Step Three: Reflect Alone

After receiving feedback, you may need to find time to reflect over these questions:

How did you react to the feedback?

How did step one and two go?

Was the feedback correct? And if not, why?

What can you learn from the feedback you received?

Is there anything you want to do differently the next time you receive feedback?

Remember, you and only you can weigh the feedback you get and determine its meaning and usefulness for you!