

What it is

A method for receiving feedback

What it can do

This tool can assist you to:

- Help train others to receive feedback without defensiveness.
- Help others to maximize learning from the feedback they receive.
- Improve your own skills in receiving feedback.

When to use it

- When training or coaching people to improve their ability to receive and learn from feedback.
- With groups, in preparing them to give feedback to each other.
- When preparing yourself for situations in which you may need to hear some challenging feedback

How it works

Receiving feedback without becoming reactive can be challenging. The tips on the following page are helpful guidelines for receiving and learning from feedback.

Receiving Feedback

1. Breathe

- Stay present.

2. Adopt a mindset of discovery

- Remember your purpose for doing this work.
- Bring openness, curiosity, and a sincere desire to learn.

3. Really listen

- Listening to feedback does not automatically mean you agree or will change anything.
- Make sure you actually hear the information.

4. Restate and clarify

- Test your understanding with the giver of feedback.
- Ask for more information if necessary.

5. Sort for what you agree with

- It's always easy to find out what's not "right" about the feedback.
(*"I was only late 2 times, not 3."* *"Look at the extenuating circumstances."*)
- Perhaps their delivery wasn't perfect, but you will learn more if you look for what might be true or useful about it.
- Pay attention to what sounds familiar about this feedback.
- When or where have you heard similar things?
- How does this fit with what you already know about yourself?

6. Hold disagreement

- If you feel defensive, hold off responding to the feedback.
- If necessary, offer to get back later to the person when you are no longer reactive.
- Do respond when you are ready, so that the interaction is completed.

7. Acknowledge the giver of feedback

- It is a risk to give feedback. Make sure the person feels rewarded and encouraged to step forward again.