

## 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.