



## Receiving Feedback

- Listen with an open mind to entire message
- If feeling angry, hurt or defensive, take a breath and focus on the purpose of the feedback: to sustain your strengths and confront your liabilities\*
- If you are confused about what is being said, ask for specific examples. (But avoid asking for specifics regarding who said what. Rather, focus on the behaviors and impact that is being described)
- Paraphrase your understanding of the feedback for the giver
- Describe any feelings you have about the feedback (surprise, dismay, concern, puzzlement)
- Acknowledge your role in the behavior being described (I can see how it could be interpreted that way...)
- Avoid invalidating the feedback giver's perception. Thank them for sharing the feedback. If you strongly disagree, let them know you will reflect on the feedback and explore further with others to gain a more complete picture.
- If appropriate, consider a follow up to share how the feedback helped or any additional insight you were able to gain as a result of exploring their observations further.

\*If necessary, ask for another time to meet so you can digest what was given to you.

