

## Skillfully Receiving Feedback

- Listen – if something helps you to listen do that, e.g., take notes, ask someone else to make notes on the feedback so you can focus on the speaker.
- Ask questions to clarify – “could you give an example of that?”, “when did that happen?”, “who else was there?”
- If others were present during the behavior the feedback is about you might make a note to ask them to offer feedback about that area or event.
- Open yourself. Do not get defensive (you may feel it, don’t act it). Stay focused on hearing what is being said. Watch your tone of voice! If you are coming off defensive – you might consider acknowledging that and offering your appreciation to those having to deal with your defensiveness.
- Take time to think about what has been said. If a response is necessary tell those offering the feedback that you will think about it and offer some response on a specific date.

How useful the feedback will be for you and how you’ll be perceived as you receive feedback – is something you can significantly influence. The task is to manage your own emotions.