

ACCEPTING FEEDBACK

1

CHECK YOUR EMOTIONS

Emotional reactions to feedback are normal - from excitement and gratitude to anger and embarrassment.

RECOGNIZE EMOTIONS

If they're negative, set them aside for the moment and process them later.

WELCOME THE FEEDBACK

Approach feedback with an open mind, even if it's tough to hear.

DON'T MAKE EXCUSES

Resist the urge to explain yourself right away or argue against the feedback.

LOOK FOR LESSONS

Focus on the content of the feedback.

REVISIT EMOTIONS

Try asking yourself these questions about any harsh emotions you had:

- What am I feeling?
- Am I being fair to myself?
- What's in my control to change?
- Can I turn this into a positive?
- How do I want to move forward?

2

DON'T JUST RECEIVE IT; ACCEPT IT

Accepting feedback means you're not just hearing it, but you're deciding to put it to use.

ASK QUESTIONS

If the feedback isn't clear or you need more details, ask follow-up questions. For example, "Can you give me an example of what you mean?" or "What could I do differently next time?"

RESPOND

1ST: Show that you appreciate the person's input by acknowledging what they've said. A simple, "Thanks for pointing that out," or "I appreciate you taking the time to share this with me," goes a long way.

2ND: Share how you will act on the feedback. Example: "I will keep it in mind and adjust my approach next time."

APPLY WHAT YOU LEARN

Put the feedback to use by making changes where necessary.