

# ACCEPTING FEEDBACK

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## 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?

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## 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.