

RECEIVING FEEDBACK EFFECTIVELY

While it is easy to take feedback personally, strive to perceive it as a learning opportunity. Use the tips below to receive and give feedback effectively.

LISTEN TO THE FEEDBACK GIVEN



This means not interrupting. Hear the person out, and listen to what they are really saying, not what you assume they will say.

BE OPEN

This means being receptive to new ideas and different opinions. Often, there is more than one way of doing something and others may have a completely different viewpoint on a given topic.



BE AWARE OF YOUR RESPONSES



Try to avoid putting up barriers. If you look distracted and bored, that sends a negative message as well. Attentiveness, on the other hand, indicates that you value what someone has to say and puts both of you at ease.

UNDERSTAND THE MESSAGE

Make sure you understand what is being said to you, especially before responding to the feedback. Ask questions for clarification if necessary.



REFLECT AND DECIDE WHAT TO DO



Assess the value of the feedback, the consequences of using it or ignoring it, and then decide what to do because of it. Your response is your choice. If you disagree with the feedback, consider asking for a second opinion from someone else.

Feedback can reinforce existing strengths, keep goal-directed behavior on the course, clarify the effects of behavior, and increase recipients' abilities to detect and remedy errors on their own.