

RECEIVING CONSTRUCTIVE FEEDBACK

PURPOSE: This document is designed to provide guidance and support in helping you receive feedback. It is difficult to hear constructive feedback objectively because it can feel personal. Please use this Tip Sheet to help you work through those 'triggers' that may create obstacles in receiving feedback in a positive way.

OBSTACLES TO OBJECTIVITY:

- **Truth Triggers** – how you interpret the feedback
- **Relationship Triggers** – who is providing the feedback
- **Identity Triggers** – your perception of yourself

INCREASING YOUR OBJECTIVITY:

- 1. Seek Clarification.** When there is a lack of understanding, you will fill the gap with assumptions. These assumptions make you feel more confident in the information, but they are likely misinforming you. By asking for additional information, you get to the truth of the feedback. This line of questioning also helps you change your mindset from 'that's wrong' to 'tell me more'. This shift allows you to immediately become more objective.

Clarifying Questions:

- What do you mean by that?
- Can you give me a specific example?
- Can you tell me what a successful situation looks like to you?
- Can you share more information of what you're expecting?

- 2. Ask Objective Observers.** In some instances, it is the person who is sharing the information, or the person who submitted the feedback, that makes the feedback difficult to hear. In these situations, it can make us feel like it's just those individuals who feel that way. Or, you may believe they are simply having a bad day or a personal grudge. Don't make assumptions about why that feedback was provided. Try to find out more information by using the method of asking others.

Objective Observer Questions:

- I recently received some feedback, can you help me reflect?
- Do I sometimes show up this same way to you?
- Do you remember any specific circumstances in which I have showed up this way?
- Is there anything I should do differently that gets in my way?
- Do my actions have any impact on anyone else?
- Do you think I'm aware of my opportunities?

KEY NOTE: Remember that any feedback situation is going to feel personal regardless of the objectivity of the deliverer. No one is perfect, even the person delivering the feedback to you. Take a deep breath, step back and analyze. Try to be objective and seek additional details and clarification to gather all the data that reflects the situation.