

Checklist – Top Tips: How to Receive Feedback

“Feedback is the breakfast of Champions.” **Kenneth Blanchard**

Many training courses focus on how to give feedback, whereas if we developed everyone to be skilled at receiving feedback, we’d have a world of Champions.

Here are our ideas for embracing feedback:

1. The feedback is not about you, it is about your behaviour.
2. Feedback should enable us to grow. It is food for thought.
3. If the person giving the feedback uses words that are clumsy, such as ‘You need to change your attitude’, then ask them for examples to help you to understand what they are trying to tell you about you. ‘You’ve said I don’t have a good attitude during staff meetings. Can you give me an example to help me understand what I do?’.
4. Ask the giver of the feedback for their ideas on how you could change.
5. If the feedback is painful, tell the person that. Say something like ‘It’s hard to hear this.’.
6. Thank the giver for the gift they are giving you – say ‘Thank you. I am a bit upset that I come across like that, however I really appreciate you taking the time to tell me this.’
7. If you are getting emotional, take a time out. Say ‘Thanks. I am finding this a bit upsetting even though it’s useful to me. Can I come back to you later once I’ve thought about what you’ve said?’.
8. Keep an open mind.
9. Do your own research – when we give feedback it can sometimes say more about us as the giver. It may be one person’s view of you, so don’t accept it as the ‘truth’.
10. You are in control of you. If you decide not to act on the feedback, then thank the giver, and explain that to them.

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