Appendix 4 – How Well Do You Receive Feedback?

There are numerous benefits of receiving feedback. In fact, research shows that people who ask for feedback (Sheila Heen, 2015):

- Adapt faster to their role
- Has higher work satisfaction
- Has better performance review
- Impact positivity the way people see them

Sometimes we struggle with receiving feedback. Sheila Heen, coauthor of Thanks for the Feedback mention we struggle because we are at a junction of 2 core human needs: our desire to learn & grow and the desire to be accepted and respected of how we are right now. This means that we need to engage in continuous learning while at the same time recognizing our work contribution.

Here are a few tips and tricks to help you develop the art of receiving feedback.

- Listen to understand what the feedback givers are saying
- Try to suspend your own judgment
- Summarize and reflect on what you heard
- Ask questions to clarify
- Ask for examples
- Keeps things in perspective
- Say thank you for the feedback - Expressing appreciation doesn’t have to mean you’re agreeing with the assessment, but it does show that you’re acknowledging the effort your colleague took to share his or her thoughts.

Do a short self-assessment on your ability to receive feedback

You are invited to complete the self-assessment below in order to find out how well you have received feedback, what did you learn and what are the areas of improvement.

Describe a situation where you have received feedback:

Answer the questions below by using the following scale: rarely, sometimes or often.

<table>
<thead>
<tr>
<th>Learn &amp; grow from all feedback</th>
<th>Rarely</th>
<th>Sometimes</th>
<th>Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>I truly listen to what feedback givers are saying</td>
<td></td>
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<tr>
<td>I keep feedback in perspective and don’t overreact</td>
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<tr>
<td>I try to learn from all types feedback, even if it’s poorly given</td>
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I am willing to admit to and learn about my performance or behavior at work.

I attempt to turn every feedback session into a learning opportunity

I accept responsibility for my role in achieving individual, team, and organizational goals

I accept responsibility for searching for solutions to performance and behavioral problems that threaten goal

I accept responsibility for keeping my emotions in check during feedback discussion

What I have learned from this situation, person and/or your reaction?

What I am responsible of?

Tendency to protect ourselves

<table>
<thead>
<tr>
<th>Rarely</th>
<th>Sometimes</th>
<th>Often</th>
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<tbody>
<tr>
<td>I get defensive and try to explain your actions instead of listening with curiosity?</td>
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<td>I find someone with whom to share all or part of the blame for the problem?</td>
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<td>I mentally disengage because it’s disturbing to hear the feedback?</td>
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<tr>
<td>I shut down and not listen, focusing instead on what you can do to regain favor in the other person’s eyes?</td>
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What have I learned from this feedback, this person or this situation?

Moving forward with feedback and being accountable

- With this feedback, how can I improve my performance?
• What can I do about the situation? What is possible?

• What is within my control? What am I responsible for?

• What choices do I have?

• What am I committed to doing?

• How can I follow up and keep people informed (if applicable)?

• What did you learn from the way the feedback was given? What conditions do you think were optimal? What was not optimal?

References: