BEST PRACTICES FOR RECEIVING FEEDBACK
A Performance Management “How-To”

ASSUME POSITIVE INTENTIONS
Keep in the mind, the messenger is either responding honestly to your request or is offering information to help you understand the impact your actions have on others. Take this as an opportunity to learn and improve your performance.

ACTIVELY LISTEN
Using feedback productively requires active listening to fully understand the message and its meaning. By reflecting or paraphrasing what the person is saying, you can gain a clearer understanding and can avoid defensiveness. Always use this approach if you are unsure of the content or purpose of the feedback. Asking for clarification and specific examples demonstrates your desire to receive what the other person is communicating.

FEEDBACK IS NOT A REFLECTION OF YOUR SELF-WORTH
Performance feedback is not a blanket statement about your worth. Put the specific feedback in perspective and balance it with your self-perception and other positive and constructive feedback you have received.

ACKNOWLEDGE AND ADMIT TRUTH
When someone delivers valid criticism, often the best response can be to admit the truth. This takes courage and demonstrates motivation to change future behaviors.

AVOID OVER-REACTING
While it may be important to admit mistakes and, if appropriate, apologize, you do not want to beat yourself up. Similarly, it is inappropriate to over-apologize. Do not compound the problem by focusing too much on the mistake. Look for the learning and move on.

DISAGREE WITH FEEDBACK APPROPRIATELY
Some criticism is not justified. Feedback may come as a result of not living up to someone else’s unrealistic and/or unexpressed expectations. Before you judge feedback as invalid, you need to be sure you understand the message being delivered. Then, you may want to clarify expectations. If you disagree, do so in a respectful and constructive way that helps the messenger understand why you disagree.