

ASKING FOR AND RECEIVING FEEDBACK

Feedback is critical to success in one-on-one, team and organizational conversations. This not only applies to internal discussions but also discussions with customers (internal and external) and suppliers.

If you are going to ask for feedback, two things need to be in place before you ask:

1. You have to be open to hearing the feedback.
2. You have to be willing to do something about it.

If you are not in a state of mind where you can commit to BOTH one and two, then DO NOT ask for feedback. You run the risk of making things worse.

If you are committed to both, below are thoughts on how to maximize the value of the feedback.

1. Being open means:
 - a. I can always do a better job so I welcome feedback
 - b. I truly believe this is how I can become a better professional and person
 - c. I may have blind spots so I can only address them through feedback
 - d. I want to hear both positive and constructive feedback
 - e. I seek to understand the feedback
 - i. I listen actively
 - ii. I write down key points
 - iii. I ask for specific examples
 - iv. I ask for the impact
 - v. I repeat back my understanding to make sure I am comprehending the feedback correctly
 - vi. I do not interrupt
 - vii. I do not argue
2. Willingness to take action:
 - a. Asking first what the feedback provider think I should keep doing that's positive and suggestions for improving based on the constructive feedback.
 - b. Agree where you can
 - c. Provide alternatives
 - d. Commit to action to address the feedback
 - i. Activities
 - ii. Dates
 - e. Set up follow up meetings to review progress until resolved