

RECEIVING FEEDBACK - HOW?

Feedback is valuable. Open yourself up to receiving feedback. It is an engine for growth. Receiving feedback can also be very tough (LASTIG in dutch), because something is pointed out that you can do better and need to adjust. It can for example come as a surprise. How do you deal with this? Use these tips when receiving feedback.

L

Listen actively

How do I adopt an **active listening attitude**?

e.g. I turn off my mobile phone, sit diagonally across from you, look at you and briefly write down what you say.



A

Ask questions

Which **questions** do I pose?

e.g. I ask for a concrete example, further explanation or further expectations regarding the feedback given on my presentation.



S

Stay connected

How do I stay **connected**?

e.g. I thank the feedback provider for the input provided and try to keep the focus on the content.



T

Take a break

When do I take a **break**?

e.g. I feel angry or disappointed and take a break before I can look at the feedback objectively.



I

Impact

I **reflect** on given information and my own reactions.

e.g. I think about why I got angry and how I could improve my presentation based on: formulated expectations.



G

Grains of wisdom

How do I set up **SMART goals**?

e.g. I set a deadline to rework the structure of my presentation to include more personal examples.



RECEIVING FEEDBACK - ACTIONPLAN

Receiving feedback can be tough (LASTIG). Even though the intention of feedback is growth, emotions and feelings can arise naturally. By staying connected with others and taking a break when needed, we try to keep the focus on the process and the product and that growth becomes really visible.



Listen actively

How do I adopt an **active listening attitude**?



Ask questions

Which **questions** do I pose?



Stay connected

How do I stay **connected**?



Take a break

When do I take a **break**?



Impact

I **reflect** on given information and my own reactions.



Grains of wisdom

How do I set up **SMART goals**?



RECEIVING FEEDBACK

L

Listen actively

- Give attention (verbal and non-verbal) to the person you are speaking to.
- Put your own thoughts and feelings on hold.
- Ask for a break if necessary.
- Take notes.



A

Ask questions

- Ask for clarification or concrete examples.
- Check if you understood the message.
- Paraphrase or conclude to do so.



S

Stay connected

- Focus on the content. Not the person.
- Express your appreciation for the feedback you receive.
- Recognize that giving feedback can be tense.



T

Take a break

- After receiving feedback, take a break to calm emotions and feelings.
- Move around or do something relaxing.



I

Impact (reflection)

- What input did you receive?
- Do you think given feedback is correct?
- What does this mean for you?
- Did you discover something new about yourself? your actions?
- Formulate intentions.



G

Grains of wisdom

- Prioritize the input you will get to work with.
- Put your intentions into action
- Define your SMART goals.

