

# DOs and DON'Ts of Receiving Feedback

To get the most out of receiving feedback and avoid making it more difficult for the giver of feedback than it already is, follow these DOs and DON'Ts of receiving feedback.

DO	DON'T
<p><b>Listen actively</b></p> <ul style="list-style-type: none"><li>• Concentrate on the message</li><li>• Take notes to help you focus on what is being said</li><li>• Paraphrase what you hear to ensure understanding</li></ul> <p><b>Ask questions if you do not understand</b></p> <ul style="list-style-type: none"><li>• Open-ended questions can help clarify aspects of the feedback that might be vague</li><li>• This also lets the other person know that you are sincerely interested in understanding</li></ul> <p><b>Help the giver provide feedback in a useful way</b></p> <ul style="list-style-type: none"><li>• If the feedback is vague, ask for specifics</li><li>• If the behavior or its impact isn't clear, ask for clarification</li></ul> <p><b>Express what you intend to do as a result</b></p> <ul style="list-style-type: none"><li>• This lets the other person know that you take the feedback seriously</li><li>• Could be as simple as "Let me think about that."</li></ul> <p><b>Thank the other person for their feedback</b></p> <ul style="list-style-type: none"><li>• Express your appreciation – the feedback giver will be more likely to offer feedback in the future if you are appreciative of their candor</li></ul>	<p><b>Do not take negative feedback personally</b></p> <ul style="list-style-type: none"><li>• Step back from the criticism and remember that the feedback is about your behaviors, not about you as a person</li><li>• Remember that the point of feedback is to improve your job performance</li><li>• Separate the person giving the feedback from the feedback itself</li></ul> <p><b>Do not justify or explain your behavior</b></p> <ul style="list-style-type: none"><li>• This immediately makes you seem defensive and the feedback giver will hesitate to continue giving you feedback</li></ul> <p><b>Do not ask for explanations</b></p> <ul style="list-style-type: none"><li>• Asking for explanations will come across as defensive. Focus instead on understanding the behavior and its impact</li></ul> <p><b>Do not let any frustration show</b></p> <ul style="list-style-type: none"><li>• Pause and think before responding</li><li>• Keep your voice even and calm and use "open" body language</li><li>• If you are really upset by what you are hearing, just say "thank you" and walk away. After you've calmed down, think about how to continue the feedback conversation more productively</li></ul>