

**Reflect and
Connect
A Team**

10/19/2013

Receiving Feedback

**Tips for making the most of
feedback**

Welcome feedback



Be open to receiving feedback. People will be more comfortable giving it.

10/19/2013

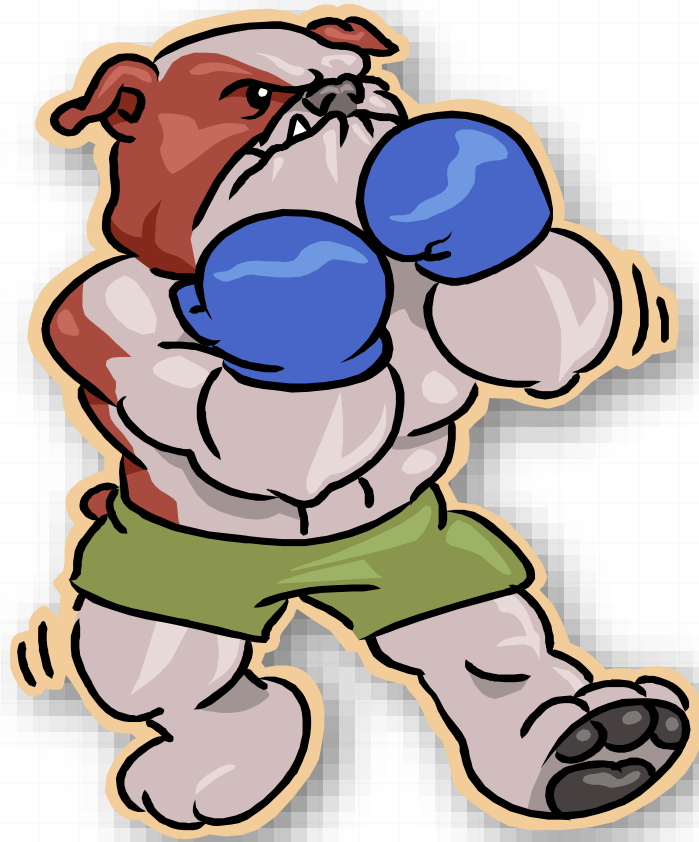
2

Thank people for their feedback



“Thanks for that. I will consider your comments”

Do not respond when feeling defensive



Listen to identify areas for improvement



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Ask for clarification...



**... if you are not sure of what is
being said**

Clearly identify areas where you seek feedback...



... consider your audience and consider the method you use to gather feedback

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If you are handed a feedback sandwich...



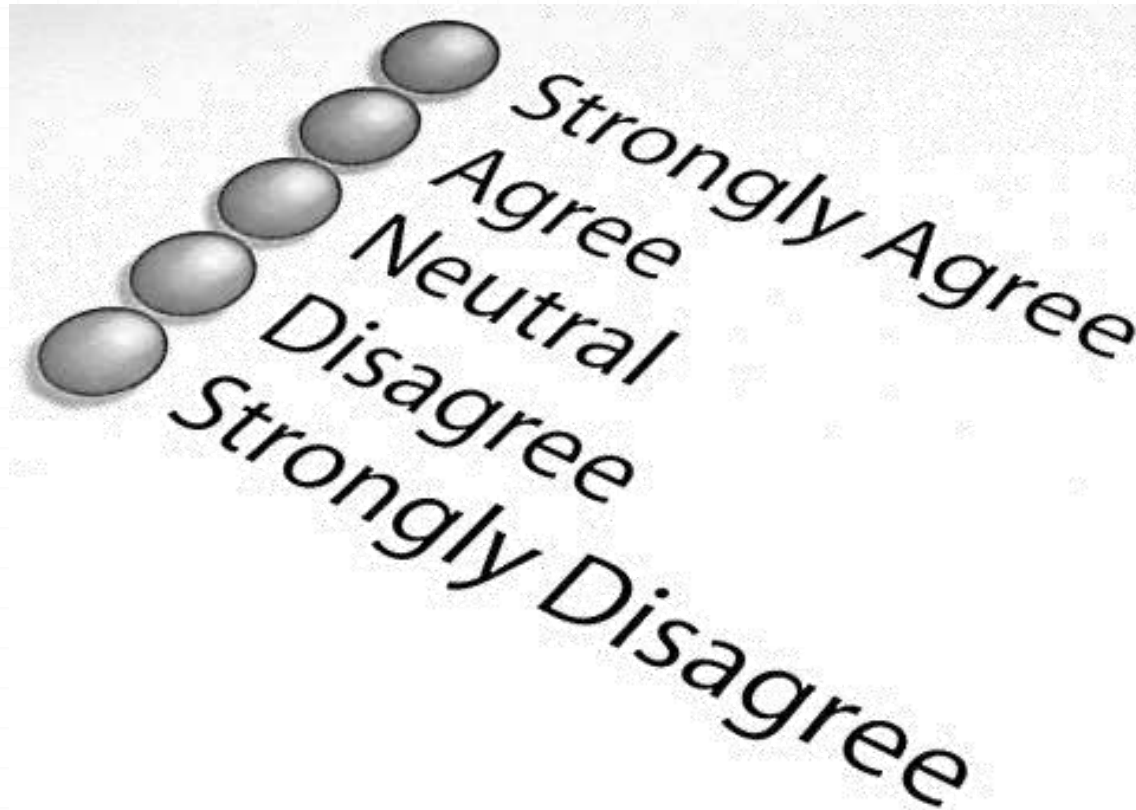
Sample the filling. It may be the most nutritious and delicious piece.

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George Bernard Shaw

***“The single, biggest problem
with communication is the
illusion that it has been
accomplished.”***

Please join our conversation ...



... and give us your feedback