

Receiving Feedback 'ART'

Absorb

Assume others' perceptions are real. Stay quiet and take in what they are saying.

Ask yourself: What might I be doing that has this impact on/for them? (even if not my intention)

The feedback giver may not articulate it well, yet there may be something there that would be useful to understand even so.

Reflect

Don't leap in with questions. When they've finished, pause for a moment, and think about what they have said to you. What are you clear on? What would you like more information about? Is there some truth in this?

Test Out

If something seems unclear, or you need to find out more, now is the time to check. Seek specifics and avoid any temptation to react from an emotional standpoint.

Ask open questions to find out more:

- *Tell me more about what you've seen me do here ...*
- *What could I do more of? less of...?*
- *What could I do differently going forward?*
- *What is it you see me doing specifically?*
- *Can you give me some examples to help me?*
- *Are there any other times you see me doing that?*
- *What else do I do in that area that would help me to know?*
- *What is the impact on you/others?*
- *Would you let me know when you next see an example of me being like that/doing that?*
- *Will you also let me know when I am doing this well?*

Note: You do not necessarily have to accept the feedback you hear. Think: 'what's them?' and 'what's me?'

That said, be honest with yourself; if several people are saying the same thing, there may be some truth in what you are hearing.