

Receiving Feedback

Conscious leaders rigorously embrace feedback as an engine for growth. They also recognize the value of having a shared framework for giving and receiving feedback within an organization. This handout illustrates one framework for receiving feedback.

You have a choice to receive feedback from Above or Below the Line. Below are behaviors and mindsets for receiving feedback from both states.

Open and Curious

- Being genuinely curious about feedback, more interested in learning than in “being right”
- Demonstrating relaxed posture, making eye contact
- Voicing appreciation and/or curiosity rather than defending

THE LINE

Collapsed

- Offering excuses or explanations
- Looking dejected/self-shaming
- Unconscious goal to make feedback giver feel bad

Coolly Defended

- Outwardly agreeing but inwardly dismissing the feedback or going silent while resisting
- Intellectualizing without taking in the feedback, collecting data to prove position
- Being sarcastic

Highly Offended

- Challenging, arguing, defending against the feedback
- Blaming the feedback giver or others
- Attacking, threatening, leaving (either physically or mentally)



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Receiving Feedback: Step by Step

Receiving feedback is simply the art of taking in information. The essential context is the state you're in when receiving it. You can use mindset, physiology, and language to stay Above the Line and embrace feedback as a reliable path to growth as a leader.

What to do in advance of receiving feedback:

- Prepare to listen with deep curiosity about what you can learn
- Set an intention to see the feedback giver as your ally
- Remember the mantra "I'm not fragile and you're not mean"

What to do in the moment while receiving feedback:

- Open body posture, uncross your arms, shoulders back, make eye contact
- Take slow, deep breaths
- Request time to consider the feedback, if appropriate, especially if you feel reactive

What to do with the feedback after it's delivered:

- Respond to the feedback giver:
 - Say "thank you for the feedback"
 - Ask clarifying questions if needed
- Give the feedback thoughtful consideration
- Consider whether you've received this same feedback before
- Based on the feedback, make any adjustments you deem important, including any new commitments or agreements you want to make



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