Teachable Spirit

**STEPS IN RECEIVING FEEDBACK**

1. **BE ATTENTIVE** - Look at the Person, Listen carefully, nod your head and give verbal acknowledgments, take notes.
2. **SHOW CONCERN** - Acknowledge the Person’s willingness to share information with you and show your concern if a problem exists.
3. **ASK QUESTIONS** - **BE CURIOUS, NOT DEFENSIVE.** Ask a few questions if needed to clarify what the feedback is about, but do not interrogate the person or appear to challenge the Person.
4. **APOLOGIZE** (if appropriate) - Apologize for any role you might have had in the problem.
5. **DON’T MAKE EXCUSES OR INTERRUPT** - Don’t interrupt the Person or try to explain your side of the situation at this point, just listen and try to reinforce the person for caring enough about you to share this information.
6. **DISCUSS THE SITUATION** - If the feedback is complex and requires some discussion about how to solve a problem, ask for suggestions and focus on achieving a constructive solution
7. **ASK FOR MORE FEEDBACK** - Ask the Person if there is anything else you can do.
8. **THANK THE PERSON FOR THE FEEDBACK** - Throughout the interaction and at the end, thank the Person for being concerned for sharing the information with you.
9. **ASK FOR FUTURE FEEDBACK** - Ask the Person to let you know if this happens again.
10. **CHECK BACK**- Ask the Person if you can check back in a few days or weeks to see whether the problem has been solved.



I’ll be glad to discuss the problem

As soon as you remove your hands from my throat!