

Feedback – guidelines:

When receiving feedback:

1. Ask other people **to give you feedback on specific behaviour** – this will make them feel more relaxed and get them to focus on **the areas of importance** to you.
2. Remember that the person giving feedback may feel uncomfortable about doing so – so, try to help to create the right atmosphere, which should be supportive and constructive.
3. If you do not understand seek clarification.
4. Try to avoid being defensive – especially when the feedback is constructively delivered.
5. Once feedback has been given then show your gratitude – then carefully decide if you are going to use it.
6. Check out the feedback with other people. Do they agree with the feedback you have received?
7. Be determined to take action:
 - Make plans to change
 - Write out your action plan
 - Share your plans with other colleagues
 - Act!