



**MANAGER BRIEF**

## How to Receive Feedback

**START HERE**

### 5 HumanityWorks Skills

**AS YOU WORK THROUGH EACH BRIEF, THESE FIVE SKILLS ARE FOUNDATIONAL TO BEING A GOOD HUMAN AND MAINTAINING HEALTHY RELATIONSHIPS.**

**LISTENING**

Listening is an essential skill to generate the depth of caring connection people need to feel physically and psychologically safe with one another. There are different levels of listening and each one gives you different information. When practiced they become a building block of trust.

**PERSPECTIVE**

Your perspective is a particular outlook or point of view you have about something. Just like a photographer chooses a lens to capture reality in different ways, we each have filters through which we see the world. This filter can get in the way of working well with other people. It's important to learn more about this and how to shift it.

**ACKNOWLEDGEMENT**

A genuine acknowledgement helps others feel seen for who they are being and the positive impact they create. This nuanced skill helps to create meaningful relationships when done well.

**SHARED AGREEMENTS**

Shared agreements clarify working relationships with each person taking responsibility for their contribution to the relationship and to collectively agreed-upon outcomes. So often people don't take the time to create them, and this can cause roadblocks to working well together.

**CURIOSITY/POWERFUL QUESTIONS**

Curiosity expands information, connection, participation. It deepens what you know and can challenge what you think you knew. This simple skill creates the antidote to judgement.

★ **LEARN MORE ABOUT THIS BRIEF AND GROWING YOUR HUMANITY WORKS SKILLS:** Check out [HumanityWorks.com](https://HumanityWorks.com), email [info@humanityworks.com](mailto:info@humanityworks.com) or read the book, [Humanity Works Better](#).



## MANAGER BRIEF

# How to Receive Feedback

### THE PURPOSE AND IMPORTANCE OF RECEIVING FEEDBACK

Feedback helps you understand the impact you make on others. These insights let you consciously choose who you are being and align your behavior with the impact you want to create.

### THE BASICS

- **Feedback tugs at two competing needs:** the need to be seen as who you are and the need to learn and grow.
- **Feedback is a gift.** It is the only way you know what kind of impact you make.
- **Feedback can come in many ways.** Sometimes it is asked for and sometimes it comes out of the blue.
- **When you can receive feedback well** it enriches your relationships, and helps you learn and grow as a human and as a leader.

### THE STRUCTURE

- **Assume positive intent.** The bearer of feedback may or may not deliver it eloquently. Giving feedback is hard. Reply with gratitude e.g.: “I appreciate you sharing this with me” or “I had no idea, thank you for letting me know.”
- **Pause.** You may not be ready to process their feedback. If you need time to think about what is shared, ask for it, e.g. “Thank you, you’ve given me a lot to think about. I’d like to digest it overnight and get back with you tomorrow.”
- **Curiosity will help you contextualize their feedback.** Seek to understand for how you are being (your behaviors) and the impact it is having.
- **What will shift.** Let them know how you will use their feedback to evolve into the person you would like to be.

### HUMANITYWORKS PRO TIPS

- **Feedback can cause you to react,** which is you protecting your sense of self-worth. When this happens, try and detach the “who” gave the feedback from the “what” or “how” it was shared with you to find some kernel of truth in what was shared.
- **Choose a powerful perspective about feedback.** They are trying to help you, regardless of their skill at giving feedback. Healthy relationships need reciprocity in giving and receiving feedback.

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