



LEVEL UP

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1. We might be receiving feedback from someone who lacks delivery skills.
2. We might be at the hands of a skilled person, but we don't know their intentions.
3. Unlike when we're giving feedback and we schedule it and know precisely what we're going to say or do, when we're receiving feedback, we can sometimes be taken off guard.

Be Present

Listen to learn

Ask Questions

Call a break

THANKS ^{MUCH URGER}
FOR THE
FEEDBACK

THE SCIENCE AND ART OF
RECEIVING FEEDBACK WELL

Even when it is
off-base, unfair,
frustrating, or
misleading, we
can still learn

*Spencer
10/1/17*

Douglas
Stone

&

Sheila
Heen

of the Harvard Negotiation Project
co-authors of **DIFFICULT CONVERSATIONS**

Receiving feedback is tricky because...

1. We might be receiving feedback from someone who lacks delivery skills.
2. We might be at the hands of a skilled person, but we don't know their intentions.
3. Unlike when we're giving feedback and we schedule it and know precisely what we're going to say or do, when we're receiving feedback, we can sometimes be taken off guard.

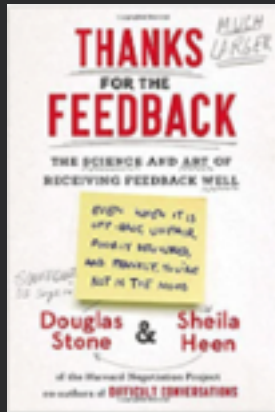
Suggestions for Receiving feedback

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Shared Focus on the Problem

