

# Receiving Feedback Effectively

You can't be the best you can be in your job unless you regularly ask for feedback. That is why feedback is part of Northeastern's performance and development cycle.

Northeastern team members must own their personal development and career growth. Part of the process is asking for feedback from their manager and peers.



## Growth Mindset

Asking for feedback demonstrates a growth mindset and is a way to take ownership of your career.

We all have a mindset – a perception we hold about ourselves. Our mindset has a significant effect on our ability to learn and acquire new skills, to navigate change, and to be resilient. People with a growth mindset believe their talents and abilities can be developed through effort, determination, and input from others. Those with a fixed mindset see their abilities and talents as innate gifts—you either have it or you don't. **Research has shown that individuals with a growth mindset are more likely to feel motivated, achieve their goals, and persist when confronted with challenges.**

Fixed Mindset	Growth Mindset
I'm not good at this.	This is a challenging project. What skills or tools am I missing? How can I improve in those areas?
My manager gave me some suggestions on how to do things differently next time. That means they think this project was a failure.	My manager wants me to succeed and cares about how I can improve in the future.
That's too hard.	This is a challenge, but it will help me push my boundaries and learn new skills.
This didn't go the way I wanted it to. I'm so embarrassed.	This didn't go the way I wanted it to, but I learned some useful things I can put into practice next time.

# Requesting Feedback

- Request time with your manager. Regular one-on-one conversations will enable you to discuss current projects, what's working well, and where you need help.
- Ask specific questions. Make the most of your time. Ask about particular projects or skills—"Did X approach work well? What could I have done differently concerning Y?"
- Use projects as a timeline. Don't wait to ask for feedback. Check-in after tackling a particular challenge or milestone, as well as after the project is completed.
- Think outside the meeting box. You don't need to wait for one-on-one meetings to ask for guidance.
- Ask to have coffee with your manager for an informal conversation.
- Check-in with your peers. Your colleagues may have insights that your manager doesn't. Ask for their perspective.



## Receiving Feedback

Do	Don't
Thank the person	Defend your point of view
Maintain open body language	Take it personally
Ask questions	Interrupt
Let the person know you appreciate their point of view	