

To gain true insight, you need to learn how to react to feedback.

So you finally plucked up the courage to ask your colleagues for feedback. Great! Only, they say you seem over-confident. Your first instinct might be to get snarky with them, or to dismiss or deny what they've said, but that's not helpful.

So what is the best way to process feedback?

To digest your feedback into something you can use to gain insight, you need to learn how to receive, reflect and respond to comments. This is called the 3R model.

Let's start with receiving feedback. In order to receive feedback successfully, you must first ensure that you've understood it correctly. If you're unsure, ask for clarification. Ask colleagues to explain further what they mean by "over-confident," with examples if possible.

Then you can start to reflect. The following three questions can guide this process of reflection:

Can I relate to this feedback?

How will this feedback affect me in the long run in terms of my success and my well-being?

Should I act on this feedback?

You also need to consider how you might act on the feedback. Perhaps you should consult more colleagues before committing to changing your behavior, or you could choose to frame your perceived over-confidence as a strength rather than a weakness.

There are two other general points to keep in mind when receiving feedback.

First, when you receive harsh feedback that confirms a view you already had of yourself – that you're a poor team player, or an ineffective leader – it's tempting to shut down completely. To

counter these feelings, try self-affirmation. Before you receive any feedback, remind yourself of your positive qualities. It might be as simple as reminding yourself that you're a loyal friend and loving family member.

Second, you should acknowledge that although it's worth making the effort to change your behavior, there are some aspects of your personality that you cannot change. Say you're really bad at reading other people's emotions and intentions. Particularly if it's something you've already tried to improve but you just can't seem to do it as well as others, it's sometimes best to accept it, be open about your weakness, and communicate it clearly so that others will understand.
