



# Receiving Feedback Planner

Being able to receive feedback and take action to improve is critical to personal and professional growth. Review the stages involved in reacting to feedback below and next time you receive feedback, reflect and write down your own reactions at each stage.

You can use the planner on the back page to decide how you will take action on the feedback to make sure you continue to grow and thrive in the work you do!

Common reactions to feedback	Tips to keep in mind	Use this column to write down your own reaction at each stage:
<b>1. React</b> Our initial reaction to receiving feedback is often emotional. We may feel shocked and become defensive, or we might feel surprised and be curious to understand more. Always remain calm and open to the feedback being shared.	<ul style="list-style-type: none"><li>• Remain in control</li><li>• Tell yourself that feedback is a valuable gift</li></ul>	I felt:
<b>2. Reflect</b> As you begin to process the feedback your goal should be to objectively review the facts. Consider whether you have a blind spot to something in your own behaviour that is creating unexpected impressions among those around you.	<ul style="list-style-type: none"><li>• Focus on finding the key messages</li><li>• Keep an open mind</li><li>• Ask questions to get a deeper understanding</li><li>• Consider what to adjust for next time and what to keep doing</li></ul>	I thought:
<b>3. Respond</b> The way you respond determines how much value you will get from the feedback. There are two components to keep in mind. Acknowledging what the other person has told you, and taking action to implement any changes you feel are needed.	<ul style="list-style-type: none"><li>• Show gratitude and appreciation for receiving the feedback</li><li>• Create an action plan to begin improving (Next Page)</li></ul>	I said:



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Use this planner to help team members identify their improvement opportunity from the feedback you have shared. You can also use this planner when personally receiving feedback.

Steps to actioning feedback	Your Planner
1. Work through the feedback you have received and identify the task, project, or behaviour you most need to improve on.	<i>Describe the task, type of work, or behaviour you want to get better at:</i>
2. What are your typical actions and behaviours?	<i>Write down the actions and behaviours involved:</i>
3. Select one of these actions, and either alone or with another person, brainstorm ways you could improve. This might mean becoming more efficient, improving your communication, or developing your skills in a particular area.	<i>How will you approach one of these actions, behaviours or tasks differently to improve?</i>
4. Now that you know what needs to be done to improve, you need to implement it. Check in with yourself often to make sure the change is leading to an improved outcome. The most difficult part is making the improvement stick!	<i>How will you implement the improvement?</i>  <i>When will you check back in with the person who gave you the feedback to show how you are doing things differently?</i>

MYER  
ACADEMY

