

# 4 ways to utilize feedback



Marjorie M. Mauldin, president of Denver-based Executive Forum and the author of *Feedback Revolution*, shares these tips on what to do when you're given the straight dope:

**When you receive positive information about your performance**, be sure to ask if there are other opportunities like this in the future. Also, thank your boss for giving you these opportunities.

**When it is challenging feedback**, listen with a curious attitude. Don't shut down emotionally. Think of it this way ... if you were lost and asked for directions, you would want to hear the solution. Or, if you were in a competition and someone offered tips on how to improve your performance, you would listen and ask questions about implementation.

**In either case**, ask for specifics regarding the information. After all, you can best change your approach or solution if you know what to change. For example, if your boss feels that you could be a better team player, ask what that means and if this perspective is general or a singular one. Perhaps, your colleagues don't feel that you volunteer to help others succeed or that you don't always share information in a timely fashion. These are important characteristics of a high performer and pretty easy to put into practice.

**Your most important role** when receiving feedback is to stay focused, calm and listen. Listen with an open mind for ways to improve yourself on your job and as a person. After all, few jobs are forever, and you want to enter your next position with improved skills and competencies.

## Is it still too rough for you?

For some, any feedback at all is stressful. What might help is saying as little as possible, then collecting your thoughts later and sending them in an email.