How to receive feedback

Step 1: Be open
- Resist the urge to explain, defend, solve or downplay the feedback
- Don't argue
- Be genuinely willing to listen

Step 2: Deep understanding
- Ask for clarification and exmaples the other person has observed to understand the issue
- Be curious about the effect of your behavior on the other person's feelings
- And ask what the other person's needs are related to this issue

Step 3: Action
- State what the impact is of the feedback
- Explain what you will do with the feedback

"I understand what you're saying, let's look for a solution together."
"I can address your need and will work on it."
"This is the first time I'm hearing this, I'll get back to you on it."
"I find it challenging to change this, can you alert me when it happens again?"
"I'd like to explain, do you want to hear my side of the story?"
"This is really part of who I am, and I don't want to change it."

NONONS