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ELICITING FEEDBACK

- Communicate your needs and goals; prepare others to expect elicitation of feedback.
- Ask for feedback; accept it graciously.
- Perceive feedback as a potential learning tool not a criticism or attack.
- Manifest receptive body language.
- Be aware of the feelings elicited in you by the feedback, and manage them appropriately.
- Avoid defensive response, even if feedback is perceived as inappropriate.
 - Ask for clarification or a specific example.
 - Ask for specific ideas about how the issue can be resolved, problem solve.
 - Use active listening skill: rephrase, paraphrase.
 - Thank the provider whenever appropriate.
- Present your perceptions, avoid excuses.
- Focus on issue presented. If you have an issue with the sender, schedule another meeting.
- Try and keep own ego separate from behavior.
- Keep in mind that all feedback is a reflection of the sender's mood, perceptions, and personality.
- Remember that making mistakes is human and that generally the worst mistake is not to learn from one's mistakes.
- Reflect on feedback after the interaction; validate it by eliciting feedback or data from other sources when appropriate.