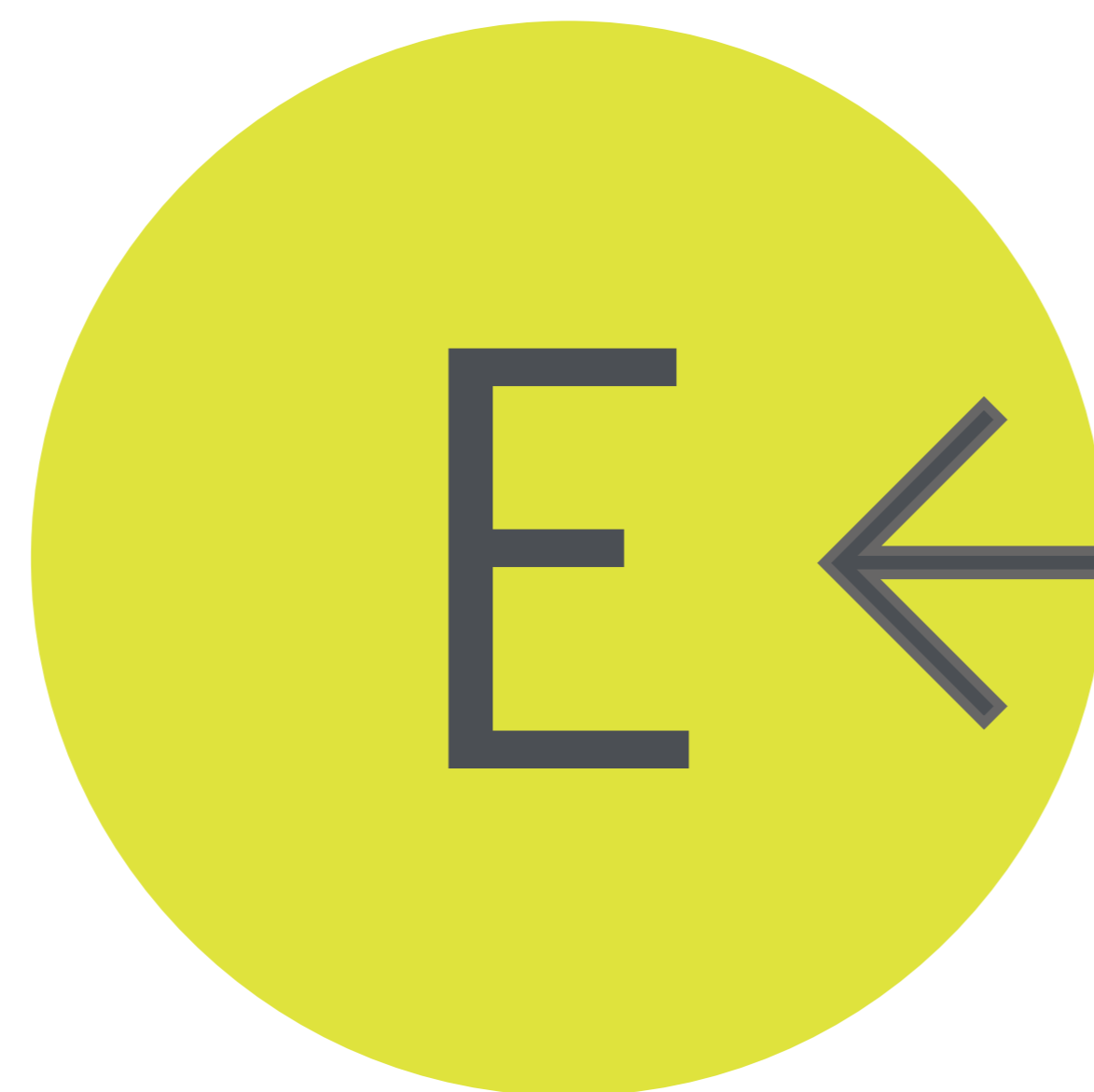


Dealing with Feedback Reactions



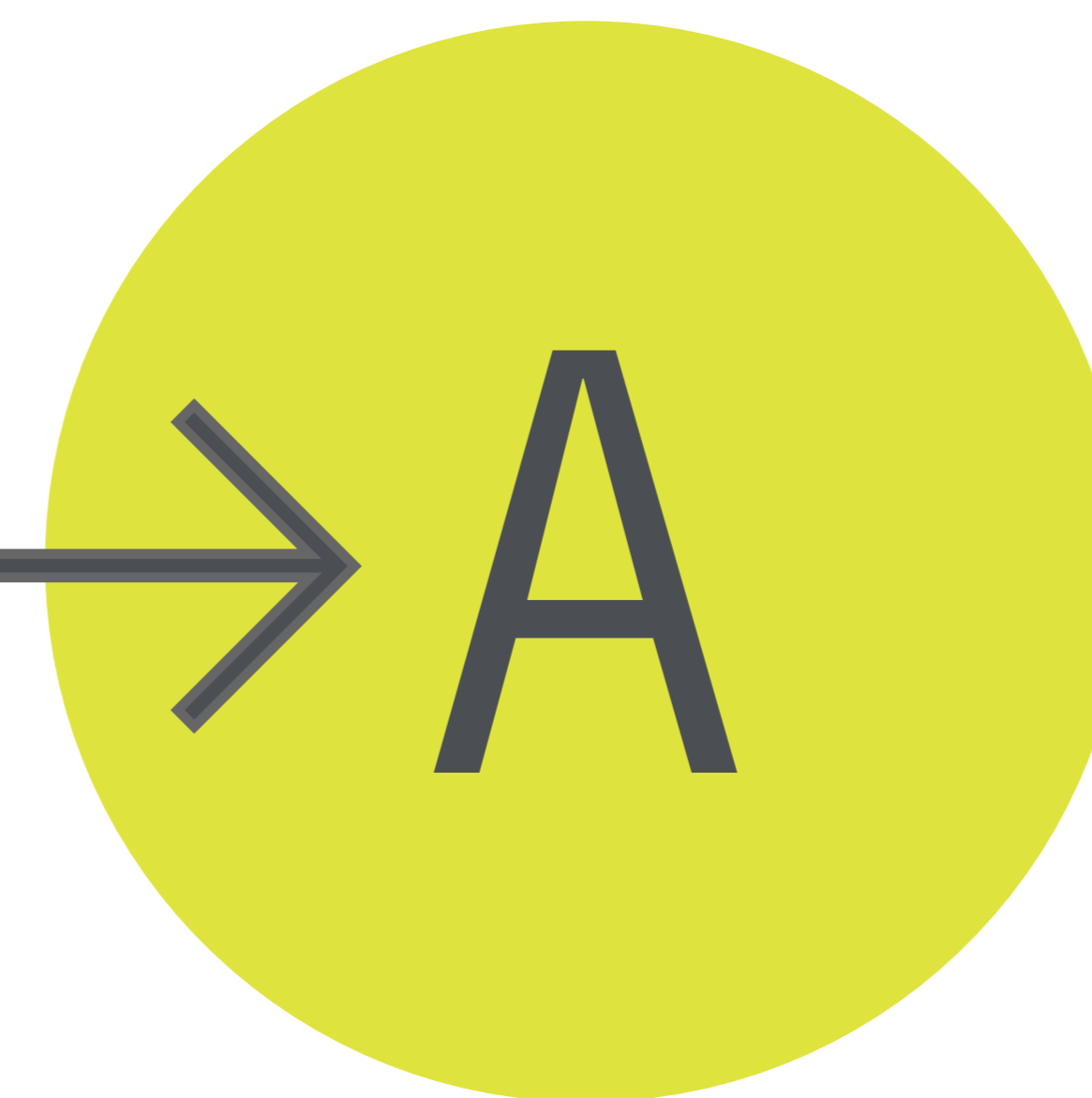
HEAR

and notice the individual's reaction in a non-judgemental way.



EXPLORE

using neutral language to assess what's driving the reaction.



ACKNOWLEDGE

and validate what you hear the person saying.



REFOCUS

the individual on what's true in the feedback and on what they can do about it.

"I notice you have gotten quiet."

"You seem to have some strong emotions around this."

"What are you thinking right now?"

"What is your reaction about?"

"It sounds like this feedback doesn't seem fair to you, given how hard you've been working. I can imagine that this must be frustrating."

"What about the feedback do you agree with?"

"What can you do to address these issues?"

HEAR Model™



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