

Providing Feedback



- Prepare yourself for the conversation
- Use "Tell me more..."
- Find something to agree or connect with.
- Ask permission to share feedback.
- Try to suspend judgement: "I don't think you intended it this way..."
- Leave the door open.

Receiving Feedback



- Take a breath
- Listen
- Express gratitude to the person who courageously shared the feedback.
- Acknowledge the impact and sincerely apologize (don't overdo it)
- Keep striving to be better with grace, humility, and commitment

Sources: Natalie J. Thoreson of inVision Consulting (Providing Feedback) and You've Been Called Out for a Microaggression. What Do You Do? Knight, Rebecca. July 24, 2020. Harvard Business Review. (Receiving Feedback)