Dealing with Feedback Reactions

HEAR
and articulate
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 about the
feedback and 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?”