

# Teach Employees

## How to Receive Feedback



### TO SHOW YOU ARE LISTENING

Take notes

Maintain eye contact

Ask clarifying follow up questions

Paraphrase

Speak in a friendly tone

Face the speaker, sit upright, and keep an open posture

### TO SHOW YOU'LL COMMIT TO CHANGE

Follow-up (solicit feedback, show a permanent product, etc)

Nod and agree to acknowledge mistakes

Don't try to explain or make excuses

Apologize where appropriate

Say what you will do in the future

*Qualities of Receiving Feedback*

Ehrlich, R. J., Nosik, M. R., Carr, J. E., & Wine, B. (2020). Teaching employees how to receive feedback: A preliminary investigation. *Journal of Organizational Behavior Management*, 40, 19-29. <https://www.tandfonline.com/doi/abs/10.1080/01608061.2020.1746470?journalCode=worg20>