Receiving Feedback

Building our capacity to receive feedback with openness and without defensiveness is one of the most important skills we can build as leaders. Often the most challenging feedback to receive is related to diversity, inclusion, culture, equity… or you! The Management Center calls this DICEY[1] feedback, and they have a helpful acronym to help support responding in the most productive, helpful, and non-defensive manner.

P.A.R.T.N.E.R

Listen	**P**ress Pause	Slow down, feel feet, feel seat, manage reactivity; THANK THEM for giving you feedback
	Ask Questions	Get curious – the presenting issue may not be the deeper challenge Is there more to this feedback or anything beneath this feedback? Is this connected to any patterns that you have noticed? Is there any context that you think you might be missing? If we were to move on as planned, what do you think would be at stake? What do you think the impact would be?
	Repeat Back	Make sure you're understanding what they're sharing, what's going on for them, and giving an opportunity to ensure you haven't missed anything
Engage	**T**ie Together	Transparently share what's going on for you, "I'm feeling nervous about this," - And – Connect to a shared vision, desired outcome, perspective: "I think we both want X. We're just not aligned on how to get there."
	New Paths Are Possible	What way forward could combine some of what both of you are seeking?

Learn	**E**xamine How It Went	In a separate meeting, ask for feedback on how you handled the comments – you are doing this so that you can continue on your learning journey of embracing feedback and managing the reactive tendencies that might get in your way.
	Remember The Iceberg	How did this interaction support you to think about what might be happening below the waterline of issues that are raised? How did it tap you back into your iceberg, and what can you proactively do going forward to explore issues that may be arising?

[1]Source: How to Receive DICEY Feedback. https://www.managementcenter.org/article/how-to-receive-dicey-feedback/