

## DEALING WITH NEGATIVE FEEDBACK

Receiving negative 360 degree feedback can be upsetting, especially when it differs from your own perceptions and/ or is echoed by several people. But how you deal with it, is far more important than the content.

Below are some practical steps for handling unfavourable feedback in an objective and constructive way.

- **Take a 'time out'** – Give yourself time to 'mull things over' – allow the initial surprise, high emotions, your intuitive defensive reactions time to calm down and for the feedback to settle in your mind.
- **Avoid going in search of the guilty(!)** - Don't waste emotional energy and time on witch hunting 'the guilty'. Let the feedback remain anonymous (as it was intended) – What was said, was said – it is what you do with the information that counts.
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- **Deal with the important stuff** - Trying to process and work on every piece of feedback can be overwhelming and also ineffective. It is far better to pick out one or two pieces that really matter, have some substance and that if you address will make the most positive impact to your approach/ style the future.
- **Make a plan for change** - The decision to change is the most important part of converting negative 360 degree feedback from a mental and emotional drain into a positive development tool. Identify the behaviours to change, what the new approach will look like and start living them.

Concluding thoughts... Things to ponder...

- If you choose not to make changes based on the feedback, you are inviting more negative perceptions.
- The feedback is others perceptions at that point in time. It does not define you, but what you do with it, will!

See the development and training we provide for 360 feedback coaches.

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