

## HOW TO RESPOND TO FEEDBACK FROM MY TEAM?

I've just read an interesting blog from Marshall Goldsmith on turning 360° feedback into positive change.

He suggests following-up with your team using the following guidelines:

- **Thank them for participating in the feedback process.** Take the time to acknowledge the value of their time. Express gratitude for their input.
- **Review strengths.** Personally commit to continued effort in these areas of strength and express gratitude for their positive recognition.
- **Openly discuss desired areas for development.** Sincerely apologise for any mistakes that may have made in the past and commit to improve.
- **Solicit ideas for the future.** Ask for specific suggestions that can help ensure his improvement in targeted areas for change as well as general suggestions that can help you on your journey to become a more effective leader.
- **Make realistic commitments.** Avoid over-promising. Commit to listen to all ideas. Consider every suggestion and make a 'good faith' effort to do the best you can to improve.
- **Ask for their continued support.** Let them know that you plan to follow-up and get ongoing ideas and suggestions. Communicate that positive, lasting change is a process – not a program.

He also says that after your initial response to feedback, follow-up with your team every couple of months or so. For example, if your area for improvement is listening, just ask, "After receiving my 360° feedback, I committed to becoming a better listener. Based upon my behaviour over the past two months, can you please give me a couple of suggestions that might help me become a better listener over the next two months?"

Listen to their ideas. Thank them. Keep learning and following-up. Our research is very compelling. Leaders that follow-this process can greatly benefit from receiving 360° feedback. So can you.

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