SkillPacks
Accelerate your success

Requesting Feedback – Action Planner

Well done! You're on the path to success with this **Requesting Feedback Action Planner**.

You've probably already read our '**How to request feedback**' post. Now it's time to plan your moves, take action, and accelerate your success.

Here's how requesting feedback can help you on your journey:

> **The five big benefits of requesting feedback**
> 1. Feedback can provide you with fresh insights – 'a ha' moments that accelerate your development
> 2. Asking for feedback helps to build closer working relationships
> 3. Receiving feedback from people you trust inspires you to take further steps forward
> 4. You will feel more satisfied with the work you're doing
> 5. Finally, being proactive and requesting feedback puts you in control, it's much less stressful!

Use this planner as a living document, come back to it as you take each step. Once you've completed the first cycle of feedback, consider saving a different version to track additional feedback requests.

Step 1: What work do you want feedback on?

Think of all the work that you do in your role. Perhaps you produce reports, or give presentations? Perhaps you run meetings or projects? Maybe you meet with customers, organize events, or write code?!

Make a note below of the tasks that you'd like to do more effectively. These might be tasks that are important to your success, or that you're just curious to improve.

Step 2:   Who will you seek feedback from?

For the work you've noted above, who would you like to seek feedback from? They must be people who:

- Observe your work first-hand
- You admire and want to cultivate as trusted advisors

Perhaps they receive your reports or attend the presentations you give. Or perhaps they participate in your meetings or projects. Maybe they're with you when you meet customers, or participate in your events, or are experts in the code you write.

Consider people who are more senior than you (including your manager), consider your peers, and people less senior too.

Make a note of the names of the people that you would appreciate feedback from (it might just be 1 person, or it could be as many as 4-5 people):

1.	
2.	
3.	
4.	
5.	

Step 3: Discuss the opportunity

Reach out to each of these people and discuss the opportunity. This could be by email, message, or a quick chat.

You can use phrases like this:

"I'm looking to enhance my performance at work, I'd really appreciate it if you'd be willing to give me some honest and open feedback on some of the work I do, is that possible?"

If they seem open to providing feedback, go on to explain:

"I'll always let you know in advance what I'm hoping to get feedback on. For example, maybe how I perform in a particular customer meeting, and we'd catch up afterwards so I can get your feedback. Is that OK?"

Discuss receiving feedback in this way and you'll soon have a small number of trusted advisors that you can go to and request feedback.

Who I contacted	They are willing to give me feedback:	
1.	☐ Yes	☐ No
2.	☐ Yes	☐ No
3.	☐ Yes	☐ No
4.	☐ Yes	☐ No
5.	☐ Yes	☐ No

Step 4: Make the request

It's time to make the first request! From the notes you've made, select one task that you'd like feedback on and one person that you'd like feedback from:

The one task is	The one person is

Ideally, approach them in advance of the work. Explain the work you'll be doing, and be very specific about the feedback you want, to best meet your development needs.

You might use a phrase like:

> *"I'd like your feedback on one thing that I do well and one thing that I could improve, is that OK?"*

Another phrase that works well is:

> *"Please let me know one thing I should keep doing, one thing I should start doing, and one thing I should stop doing."*

Or if you have a specific concern, then ask for feedback on that specific aspect of your performance. Here's an example:

> *"I'm concerned that I talk too quickly during meetings, could you just keep any eye on that for me in the upcoming meeting and we can catch up afterwards to discuss."*

Also, agree how you're going to gather the feedback. You might ask them to drop you a quick email, or schedule some time to talk virtually, or meet face-to-face over a coffee. Choose whatever you feel would be most appropriate for the two of you (or ask them what they'd prefer!).

Step 5: Listen and be open to the feedback

When you do receive the feedback, make sure you're open to the value of it.

1. **Listen to understand, without interrupting**. Don't get too analytical, too quickly. Keep an open mind and simply listen to understand what is being said. Here's more on **how to be a better listener**.
2. **Resist the temptation to respond defensively**. Remember, the most valuable feedback is likely a little surprising when you first hear it! You don't need to explain yourself or justify your approach or defend your actions. That's not part of the process and not helpful in building a trusted relationship.
3. **Ask probing questions to clarify and better understand the feedback**. For example, you may get the feedback "You seemed a little nervous". Good follow up questions would be: thank you for that feedback, what was I doing that gave you that impression? What should I have done differently?
4. **Summarize your understanding**. As you receive the feedback: summarize your understanding and ask big open questions such as "is there anything else you'd like to add?".
5. **Thank them again and promise to get back to them**.

You don't have to commit to take action. You might want to reflect on the feedback and consider the best action. Simply thank them and assure them you'll get back to them and let them know what you decide to do.

Make a note of the feedback you've received:

Step 6: Take action and close the loop

Only take action if you can see value in the feedback. You should evaluate the feedback, decide what you will do differently in the future as a result, and take ownership of that decision.

Make a note of the action that you choose to take (include when, where and what you will do differently):

After you have taken action, take a moment to reflect on what you have learnt. Was the action you took successful? What further action might you take in future:

Finally, close the loop. Reach out to the person who gave you feedback, explain the action that you took, and the results. Thank them again!

Use this Action Planner, follow the steps, and accelerate your success!