



When someone gives you negative feedback:

1. Listen without interrupting.
2. Pause and take a deep breath.
3. Look at the person: How is he standing? What is his tone of voice?
4. Think: *'It's not me personally, it's my work.'*
5. Ask questions to clarify the feedback.
6. Say either: *'Thanks for taking the time to help me'* or *'You have given me something to think about'*
7. Ask for help in redoing the task or make a plan for next time.
8. Try the different way: it might be better!