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COMMUNICATION – Part IV of IV: Getting Feedback*

“Learning is a treasure that will follow its owner everywhere.” – Chinese Proverb

Successful leaders make a habit of pursuing feedback relentlessly. Getting feedback is a process through which we can learn about our ability to communicate by verifying messages and determining if the objectives of communication are being met. Be mindful that feedback is nothing more than information regarding your interaction with the world around you.

What can I do to get feedback?

1. Be open to feedback: Welcome peoples' feedback/questions. If people sense that you get impatient or upset with feedback/questions, they will not offer feedback nor ask questions.
2. Be aware of nonverbal communication: Make sure your nonverbal communication encourages feedback. If you articulate, “I encourage your feedback/questions,” but then look at those asking questions as if they are stupid, people will not ask questions.
3. Ask questions: Ask for additional specific feedback. Asking direct questions dealing with the specific information will let others know that you are open and interested in receiving additional feedback.
4. Paraphrase: This is still the most accurate indicator of understanding. It bears repeating that, as a rule, we all need to do more paraphrasing! Begin by repeating back what you heard the speaker say. Start with: “It sounds like you...” or “So what you’re saying is...” When you paraphrase correctly, you convey that you have listened and understand the speaker. When you paraphrase incorrectly, it gives the speaker an opportunity to clarify.

From whom will you be seeking feedback this week?

* Some information was taken from the text: Leadership, by Lussier and Achua