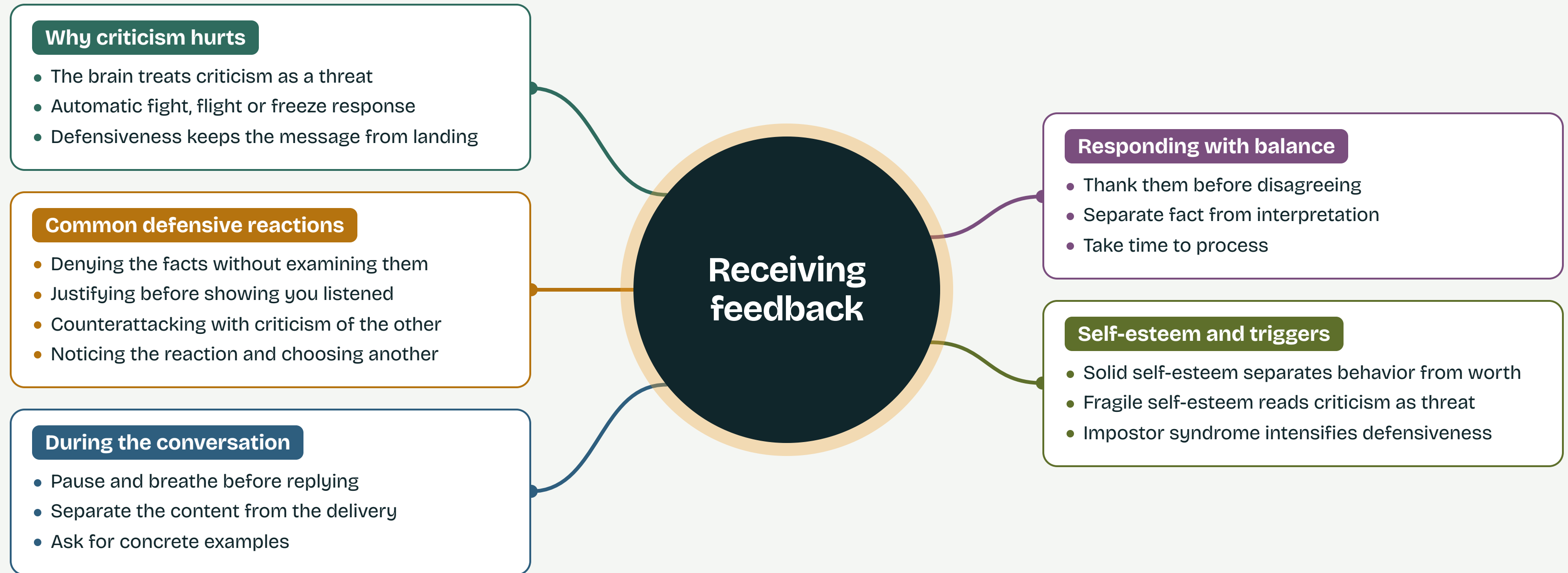


How to receive feedback without getting defensive



Action plan

1

Take a conscious pause before you respond

2

Ask for a concrete example of the situation

3

Separate the fact from the interpretation

4

Thank them for the feedback, even if you disagree

5

Take time before deciding what to change

Key takeaway

Feeling defensive is normal; what changes the outcome is the space between feeling and responding.