

Understanding, recognising and managing emotional responses to feedback

Acknowledge
Collaborate
Take Action

A **reaction** is typically automatic and usually triggers an action before there is time for thought and therefore can create unintended consequences.

A **response** is considered action based on the awareness you have in the moment about what is required to achieve the best outcome.

Emotional reactions occur automatically. How you act, as a leader and manager, on your emotions will have direct consequences on those you lead and the team climate you create.

Leaders can react in ways that create positive energy in their teams. They can also react in ways that create unintended impacts that can disengage and limit the performance of the team.

Receiving feedback, such as open comments from the employee engagement survey or in face to face interactions, may present challenges for a leader. The feedback can sometimes be unclear, inaccurate, trigger us emotionally and in the case of open comments from a survey, is anonymous which makes gaining resolution difficult.

It is important as a leader to have a strategy that helps you choose how you respond and manage feedback in those situations which trigger strong emotions.

Below is a practical 4 step approach to support you in becoming more mindful and intentional in how you respond (and not react) to challenging feedback.

