

Responding to Feedback

Chapter 6: Reputation

Even if someone is so bold as to suggest: “You suck at X,” the trick is to remember this acronym: WAIT, which stands for Why Am I Talking? In other words, when someone’s giving feedback—of any kind—don’t argue, defend, justify, or react. Just quietly receive it. Even better, thank them for it regardless of how it makes you feel in the moment.

Here’s a template you can use:

Thanks for being open enough to sharing this. Can you tell me a little more about why you think that way? I’d like to do better at this in the future and it’d be really helpful to understand what you’re seeing and how I might improve.

This is easier if you remember *you’re in control*. You don’t have to do anything with the feedback. It’s not necessarily even valid or true. But deciding its worth, or whether to take action on it, isn’t something to do in real time.

Your goal is to simply receive all data without blocking transmission. Gather now, process later. You can evaluate what’s worth taking action on once you’ve had the processing time. From there, you can use your growth mindset to learn, adapt, and evolve based on what you think was valuable.

These activities and worksheets are taken from the book **Change Maker**: Turn your passion for health and fitness into a powerful purpose and a wildly successful career by John Berardi, PhD.

Check it out at: www.changemakeracademy.com/book