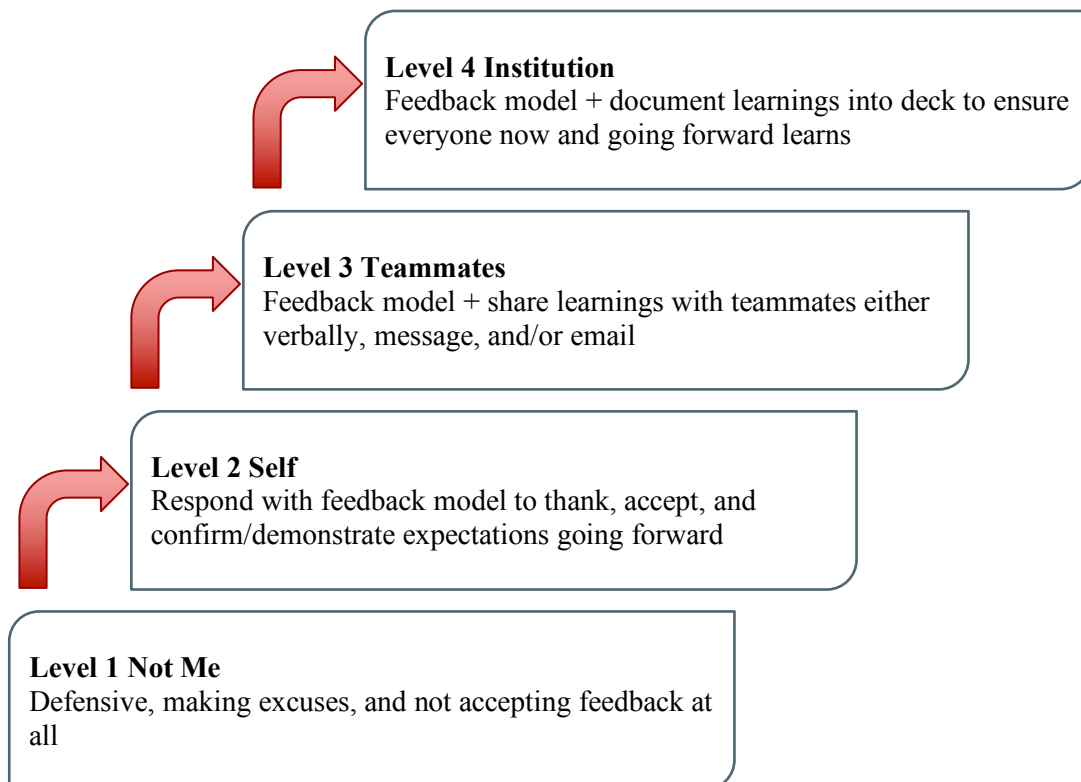


Levels of Maturity in Receiving Feedback

Introduction

Level of maturity in receiving feedback depends on the actions taken after someone receives a feedback. Is the feedback taken in a non-defensive manner? Is the feedback receiver thankful for the time spent by feedback giver to help him/her grow? Is the feedback shared with current peers to ensure that they don't make the same mistakes? Are the learnings from feedback documented to help future peers develop? A mature employee does all of the above to not only help themselves grow but to ensure that everyone in the organization develops.

Understand, document, and share the feedback you get to ensure others also learn



People with Level 4 Response are Perceived as Teammates You Want to Work With

| LEVEL | PERCEPTION |
|----------------|---|
| 1. Not Me | Don't want to work with them or spend the effort to teach them because they are disrespectful of the person trying to help them |
| 2. Self | Depending on enthusiasm level and demonstration, may or may not be confident if receiver will remember. Only meets expectation for response to feedback |
| 3. Teammates | Most people want to work with them because they're proactive, enthusiastic, and they develop others by sharing knowledge |
| 4. Institution | <p>Everyone wants to work with this person because they:</p> <ul style="list-style-type: none"> • Embrace feedback with enthusiasm and believe it is important to them to share the learnings • Have the strategy and forethought to think about the impact broader than just the people around them • Create institutionalized process/knowledge to share and develop beyond just them and existing teammates |