

DOD Mentoring Resource Portal

RECEIVING FEEDBACK: A CHECKLIST FOR NEW SUPERVISORS

Information for Supervisors Portfolio

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Purpose:

To offer a set of tips on how to receive feedback.

Audience:

New Supervisors

Common Terms

The following are common terms associated with the DOD Mentoring Resource Portal:

Mentor, also known as Advisor, is a trusted counselor or guide who is involved in the development and support of one who is less experienced.

New Supervisor, also known as Protégé or Learner, is the more junior person being mentored.

Mentoring Program Coordinator, also known as Mentoring Program Manager, is responsible for the overall management of the mentoring program.

Information Source Disclaimer

Most of the information on this mentoring resource was obtained and adapted from [WHS Director of Administration and Management Enterprise Mentoring, Tools for Learners](#). All content is provided for informational purposes only.

1.0 RECEIVING FEEDBACK – CHECKLIST FOR NEW SUPERVISORS

Think of feedback as a learning opportunity. Exhibit positive or neutral body language.

Do use:

- Good Eye contact – no scary stares
- Interested/neutral facial expression
- Nodding of head to show understanding or agreement
- Calm tone of voice
- Even voice volume
- Sitting slightly forward
- Relaxed arm and hand placement

Do not use:

- Reduced eye contact, scowling, or narrowing of eyes
- Tense or aggressive posture
- Rocking, pen bouncing, hand wringing, or your specific version of nervousness/defensiveness
- Hands on hips or tightly clenched
- Arms tightly crossed across chest
- A blank expression

Don't interrupt when the other person is explaining. If you need more information ask for clarification or specific examples. Paraphrase and repeat back to make sure you understood what was said. Keep doing this until you are clear on the feedback. Say things like...

- What I understood you just told me was.....
- When I _____ you think I.....
- What I hear you say is if I _____ I will.....

Provide relevant background information and explanations– not excuses. In your last meeting with your Experienced Supervisor Mentor you may not have given enough background and there may have been a misunderstanding – elaborate if necessary.

Listen carefully and don't become defensive. Do not "think ahead" preparing a rebuttal to a comment, you may miss a very important piece of information. Compare this feedback with others you've received. Discuss strategies and next steps. Provide possible solutions – you are the captain of your ship. Seek follow-up to your feedback session and share your progress with your Experienced Supervisor Mentor.