

# Listening, Hearing, Actioning Feedback

**H** Hear – what is being said, say thank you for the feedback, acknowledge if they wish the feedback to be shared or kept confidential, reminding them of the importance of feedback and that without it things may stay the same.

**E** Empathise – see things from their perspective. You may or may not agree with the sentiment, but in their perspective currently, leaders have the responsibility to listen to alternative perspectives, to try and understand where the other person is coming from. Having an action focused/open mindset to hear the feedback and not take feedback personally or see it as a reflection of your performance as a manager.

**A** Answer, – provide an answer – this may be with information or data that is known or unknown to this individual, provide a different perspective, request more information or explain what you are doing or going to do. If it is something you cannot act on now or is not within your remit, reassure them that feedback has been heard. Agree on who and when you will share the feedback with and what follow up you will provide.

**R** Reinforce – end your conversation with a reinforcement of the importance of all employees sharing their voice.

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