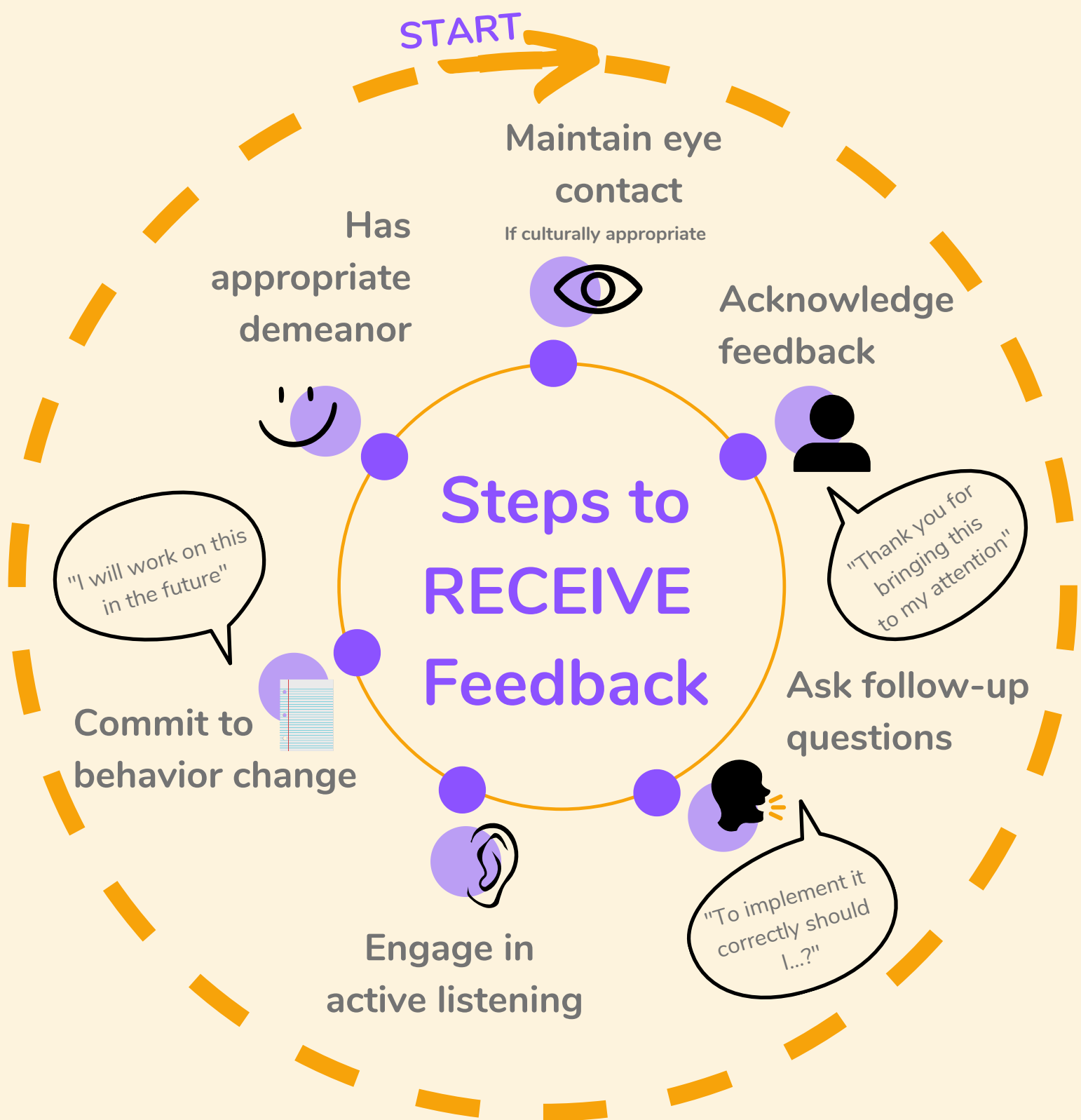
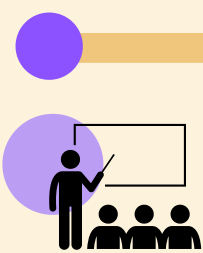


# WELCOMING FEEDBACK:

## Equipping staff with the skills to receive feedback



## SUGGESTIONS FOR PRACTICE



It is critical that all team members receive feedback appropriately.

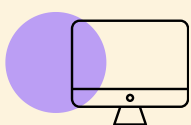
Teach feedback reception proactively

Model + reinforce appropriate feedback reception

All team members should demonstrate appropriate reception. Praise should be provided for appropriate reception.



Train using behavioral skills training or computer-based instruction



Research shows that these two procedures are effective in teaching this complex skill.