

F.O.G that feedback

Feedback is a gift, but not always one we should keep. It is important to take a step back and review the comments and their potential intention.

HOW TO USE THE FOG METHOD

When feedback is received, you need to decide if it is something we want to consider seriously or ignore. This tool helps you do that with the feedback based on three categories: facts, opinions and gossip.

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FACT: If it's a fact, and something you want to improve, what actions or training do you need?

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OPINION: If it's an opinion, it might still be true. Regardless, you need to decide what you want to do.

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GOSSIP: If it's gossip - just throw away!

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TIPS TO RECEIVE FEEDBACK

1. Take a breath - don't take it personally
2. Remember the benefit
3. Listen for understanding
4. Be gracious and respond respectfully
5. Evaluate carefully - do not automatically reject
6. Draw your own informed conclusion
7. Thank reviewers for time taken to provide feedback