


# Feedback: The power of being part of the process

Here are three crucial things about feedback that you might not have thought about before:

- **Action is what makes feedback work.** Until you act on it, feedback comments are just information. They become *beneficial* only when you interpret, apply, and learn from them.
- **You shape the feedback process.** Asking questions, reflecting, and seeking input puts you in control. Feedback isn't something that just *happens* to you.
- **Using feedback is a skill you can master.** The more you practise interpreting, reflecting on, and applying feedback, the better you get at turning advice into improvement in future.

## So what's your role in the feedback process?

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With these three things in mind, now consider the following six elements of engaging with feedback. Each is something that *you do*, rather than what the person giving the feedback does. Before feedback can be useful, it's normally important that most—if not all—of these elements happen at least a tiny bit. We've suggested some simple ways you could do them proactively:

### 1. Want It

You're interested in hearing advice about how to improve, and you're willing to ask for it and invest effort into getting it.

**Example actions:** Note down specific short- and long-term goals you want to achieve, then reflect on the role that feedback will play in helping you to achieve those goals. Be proactive in asking for feedback when you need it, within the limits of what seems professional.

### 2. Notice It

You pay attention to the feedback you receive, and you're willing to take time to review it, absorb it, and make sure you understand it.

**Example actions:** Read or listen carefully to the comments. Shortly afterwards, test how well you remember the comments by trying to write down a summary of them.

### 3. Judge It

You think about whether the feedback seems useful or makes sense, about which suggestions sound achievable, and which comments you will act upon.

**Example actions:** Sense-check your thoughts about comments by discussing them with your peers, and by checking other resources such as your assessment rubric, examples of other people's work, or Generative AI tools.

### 4. Think It Through In Depth

You reflect carefully on how the feedback comments fit with advice you've received before, check your understanding, set concrete goals, and think about what actions you can take.

**Example action:** Create an action plan for improving one or more particular skills, based on the feedback you have received and the personal goals you have in mind.

### 5. Come Back To It

You notice when your feedback from past tasks might be relevant to the work you're doing or planning right now, and you choose to revisit this feedback to enact it.

**Example action:** Store your feedback comments in one single place every time you receive new advice, and revisit this log intermittently to spot recurring patterns in what you are being told.

### 6. Turn It Into Action

You take specific, practical steps to try and improve your skills and your performance, including by finding helpful resources and adjusting your working strategies.

**Example action:** After using your feedback, review which strategies you've taken that have worked well, and which haven't. Consider what you might do differently next time.