

# Managing difficult feedback

Receiving difficult feedback can be challenging, but it is an essential part of personal and professional growth. Learning how to manage difficult feedback constructively is a skill that can be honed over time leading to improvement and success.



## Stay Calm and Open-Minded

Take a deep breath and remain calm when receiving feedback. Keeping an open mind will help you to avoid becoming defensive and confrontational.



## Listen Actively

Focus on what the feedback giver is saying without interrupting. Ask clarifying questions to ensure you fully understand their perspective.



## Separate fact from emotions

Distinguish between the feedback itself and your emotional response. Emotions are natural but try to analyse the feedback objectively, based on facts.



## Reflect on the Feedback

Take time to think about the feedback received. Identify specific areas where you can make improvements.



## Respond Professionally

Share your perspective respectfully and avoid blaming or making excuses. Express your commitment to making improvements.



## Develop an Action Plan

Create a plan to address the feedback and make positive changes. Set specific, measurable, and achievable goals.



## Seek Support

Talk to trusted friends, mentors, or colleagues about the feedback. Seek advice and guidance on how to address specific issues from MSST or Academic guidance.



## Follow Up Effectively

Update the feedback giver on your progress. Demonstrate commitment by making positive changes and organising follow-up discussions.



Seek support:  
Medical School  
Student Support