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# REAP the Benefit of Feedback

Be sure to **REAP** the full value of the feedback you receive.



## R

### Reflect to Connect

As you listen, acknowledge the emotions you're picking up from the other person. Reflect to connect and ensure that you've seen them. For example: "Sounds like you're frustrated by the..." or, "I'm hearing that you really appreciate it when we..."



## E

### Engage in Dialogue

Listen to understand what you're hearing (not to respond immediately). Check for understanding and ask clarifying questions to verify that you're clear about their suggestions.



## A

### Acknowledge Their Contribution

As you conclude the conversation, thank the other person for taking the time and thinking about how you can be more effective. You're not saying you agree with everything they offered. You're affirming that they gave you something to work with.



## P

### Prepare Your Response

Let them know your next steps and how you'll use their feedback. For example, "I'm asking several people these questions. I'm going to summarize everything I learn and choose one habit to cultivate over the next month. I'll get back with you and everyone else about what I learned at our meeting on the 30th."