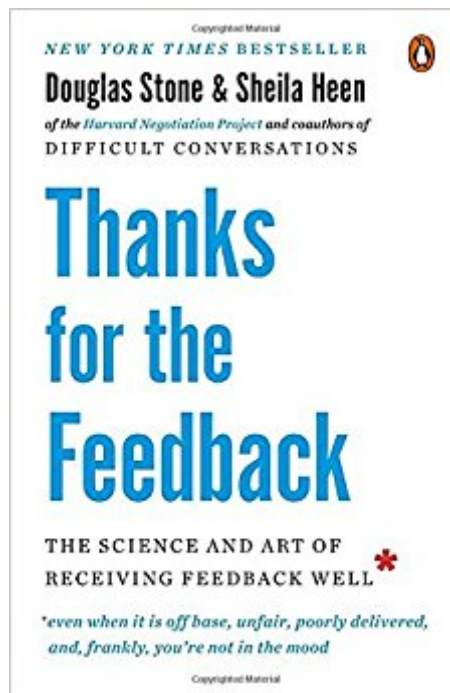




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# Thanks For The Feedback: The Science And Art Of Receiving Feedback Well



## Synopsis

The coauthors of the New York Times best-selling *Difficult Conversations* take on the toughest topic of all: how we see ourselves. Douglas Stone and Sheila Heen have spent the past fifteen years working with corporations, nonprofits, governments, and families to determine what helps us learn and what gets in our way. In *Thanks for the Feedback*, they explain why receiving feedback is so crucial yet so challenging, offering a simple framework and powerful tools to help us take on life's blizzard of offhand comments, annual evaluations, and unsolicited input with curiosity and grace. They blend the latest insights from neuroscience and psychology with practical, hard-headed advice. *Thanks for the Feedback* is destined to become a classic in the fields of leadership, organizational behavior, and education.

## Book Information

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## Customer Reviews

"Thanks for the Feedback is an extraordinarily useful book. It's full of helpful techniques that can be put to use by anyone seeking to manage an organization, lead a team, engage a business partner, or navigate a relationship.... Stone and Heen have done a remarkable job of showing individuals and organizations how to leverage the enormous value of feedback, one of the most powerful instruments available for human learning." ~strategy+business magazine

Surprisingly little attention has been focused on being an effective recipient of feedback. Enter Stone and Heen with a well-rounded consideration of "the science and art of receiving feedback well." As they write, both of those disciplines are required to receive feedback in productive ways not only in the workplace, but in personal life as well....the

authors do an excellent job of constraining the applications to feedback usefulness while also exploring some of the other ways we can define what "feedback" consists of in our lives.~ Kirkus Reviews

"I'll admit it: Thanks for the Feedback made me unconformable. And that's one reason I liked it so much. With keen insight and lots of practical takeaways, Stone and Heen reveal why getting feedback is so hard -- and then how we can do better. If you relish receiving criticism at work and adore it in your personal life, then you may be the one person on earth who can safely skip this book."~Daniel H. Pink, author of *To Sell is Human* and *Drive*

"Thanks for the Feedback is a potentially life-changing look at one of the toughest but most important parts of life: receiving feedback. It's a road map to less defensiveness, more self-awareness, greater learning, and richer relationships. Doug Stone and Sheila Heen have delivered another tour de force."~Adam Grant, Wharton professor and author of *Give and Take*

"Imagine an organization where everyone is actually good at receiving feedback. Collective anxiety would be reduced. People would learn and grow. Impossible you say? Thanks to this insanely original and powerful book, maybe not."~Judy Rosenblum, Former Chief Learning Officer of Coca-Cola, and Founder of Duke Corporate Education

"Startlingly original advice for how to make feedback truly useful."~Chris Benko, Vice President of Global Talent Management, Merck

"If you want to lead a learning organization, improving the quality of feedback is job one. This book is an essential guide to making that happen."~Amy C. Edmondson, Novartis Professor of Leadership and Management, Harvard Business School, and author of *Teaming*

"Learning and HR professionals aren't the only ones who will love this book. It should be required reading for anyone receiving a performance appraisal -- and anyone who is striving to improve."~B. Alan Echtenkamp, Executive Director, Global Organization and Leadership Development, Time Warner Inc.

"Accepting feedback at work is important, but in families, it's vital. This simple, elegant book teaches us how."~Bruce Feiler, New York Times columnist and author of *The Secrets of Happy Families*

DOUGLAS STONE and SHEILA HEEN are lecturers on law at Harvard Law School and cofounders of Triad Consulting. They both live in New England.

I purchased this book on the recommendation of a client. I didn't think I would get so much out of it, but I was very wrong. Taking the perspective of receiving feedback as a key driver to effective

communication and giving feedback was illuminating. Too often we focus on giving effective feedback (something lacking in most organizations) as the key to building performance. This book provides a different approach and one that I have found to be very effective in working with clients.

There's a reason these authors are consistently best selling authors. I purchased the book for a org conflict class, but the teaching is practical and applicable in any relationship. The authors focus on how to change the way we perceive and receive feedback rather than changing the feedback giver.

This book offered great suggestions about how to receive feedback (including an in-depth analysis of why we can be resistant to feedback, especially depending on who is giving it or the their timing). I purchased the book hoping it would help inform my work in Customer Service, but it seemed to be guided more by personal growth than organizational development. It was great for me to consider but did not meet my needs in developing effective customer service surveys.

One of the best books I've ready in a while. Ordered extra copies for my team and managers to read.

This book should be read by anyone hoping to be successful as an employee, employer, relative, friend. I purchased this for my son, but read it myself and learned so much about what giving and receiving feedback entails to avoid misunderstanding. I thought I was pretty good at taking feedback, but realized how much good information I was missing out on if I felt the feedback was not positive. A must for anyone who wants to learn about who they are and why they react the way they do.

If you interact with people.... you should read this book. I just bought for my entire team!!

Great content in a very engaging read. I bought this book to see whether I could find a good resource for giving and receiving feedback and got more than I bargained for. Not limited to "feedback discussions" in the formal sense, I see feedback everywhere!! If you've read "Difficult Conversations" you will recognize the writing style of these two, and appreciate the practical, real life examples. A really fun and informative read. This book is written as a guide, a text book and a reference book. I highly recommend.

This was the 3rd book in a summer series of required reading for a leadership institute. I found a lot of helpful advice and techniques to incorporate as an administrative team member and department chair at a school. One of the highlights for me was that the authors gave sequential steps to generate a climate that embraces and effectively gives / receives feedback (and thus gives way to optimal learning).

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