



THE OMBUDS OFFICE

*We're here to listen with an open mind.
We're here to help resolve problems fairly.*

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Confidential *Impartial* *Informal* *Independent*

RESPONDING TO YOUR SUPERVISOR'S FEEDBACK

1. The purpose of feedback is to *support your performance* by making expectations clear, identifying professional development goals, and scheduling meetings to share your accomplishments, to review progress, and to discuss issues.
2. It is your responsibility to periodically request feedback during your review period. This allows you to address any issues early on to ensure your successful performance.
3. It is important to “actively” listen to hear both positive and negative feedback. Listen to understand, not to reply right away. Refer to the Ombuds Quick Tip on [Actively Listening](#).
4. When responding to your feedback, be sure to summarize what you heard. Your supervisor will let you know if what you heard was the intended message. Refer to the Ombuds Quick Tip on [Giving and Receiving Feedback](#).
5. Ask questions if you wish to clarify anything.
6. It is not unusual to feel defensive or become emotional when you do not agree with your supervisor's feedback. Try to step back, breathe and recognize that feedback should only focus on your job performance. Job performance also includes behavior such as getting along with your coworkers, being respectful and not being disruptive in the workplace.
7. Remember that there are options if you do not agree with your feedback. When there is a written counseling or an annual review, you can choose to write a rebuttal. See Ombuds Quick Tip on [Writing a Rebuttal](#).

