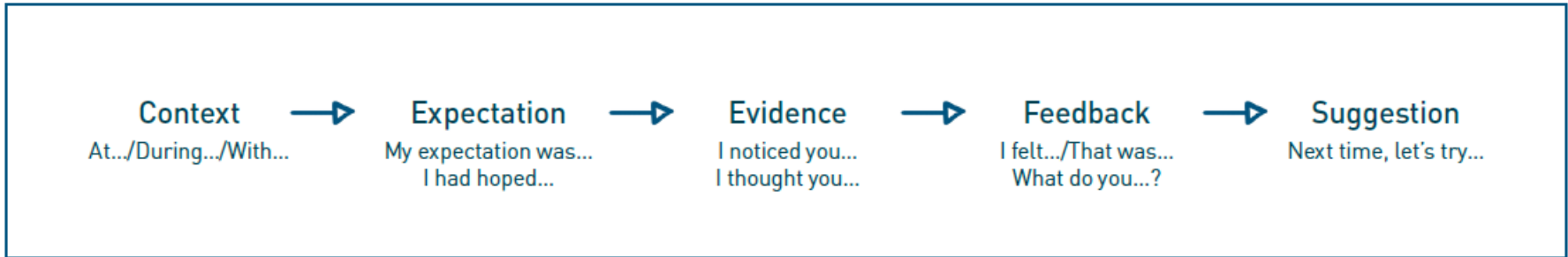# BUILD ME UP

MHA LABS FEEDBACK FORMULA

> Receiving feedback levels up my skills and confidence so I can succeed at my internship. Here's a formula that builds me up!

Context
At.../During.../With... →

Expectation
My expectation was...
I had hoped... →

Evidence
I noticed you...
I thought you... →

Feedback
I felt.../That was...
What do you...? →

Suggestion
Next time, let's try...

SCENARIO

Your intern, [Name], seems to have a hard time accepting feedback on their work. They get very upset at themselves for not doing as well as they wanted and get fixated on being upset instead of accepting mistakes as a part of learning and developing their skills.

✓ **EXAMPLE**

Hi [Name]. With receiving feedback on [specific project], I was hoping that you would start to use some of the active listening skills that you have been working on as part of your professional goals. I noticed that when you received feedback, you seemed to be more preoccupied with being hard on yourself than on learning how to improve the document. Why do you think you are so hard on yourself?

✗ **NON-EXAMPLE**

Hi [Name], you seem like you're having a hard time accepting feedback. You really shouldn't see it as a bad thing. Everyone makes mistakes so there's nothing to feel bad about. Just stop taking everything so personally; no one is criticizing you, just your work.

[DISCUSSION]

I didn't know that you felt such immense pressure to impress everyone. Thank you for sharing this with me. I think it's important to understand that you are still a high school student, if you were perfect with every task, there would be no need to do an internship and you would just move on to being the CEO! It's expected that you are still learning as you go. In fact, this is one of the best ways to learn what you need to know to work at a company like this. Next time, let's try focusing on the active listening skills you've been working on so that you can focus on actionable items that can improve your work. Sound good?

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