



Thanks for the Feedback: The Science and Art of Receiving Feedback Well

Douglas Stone, Sheila Heen

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The bestselling authors of the classic *Difficult Conversations* teach us how to turn evaluations, advice, criticisms, and coaching into productive listening and learning

We swim in an ocean of feedback. Bosses, colleagues, customers—but also family, friends, and in-laws—they all have “suggestions” for our performance, parenting, or appearance. We know that feedback is essential for healthy relationships and professional development—but we dread it and often dismiss it.

That’s because receiving feedback sits at the junction of two conflicting human desires. We do want to learn and grow. And we also want to be accepted just as we are right now. *Thanks for the Feedback* is the first book to address this tension head on. It explains why getting feedback is so crucial yet so challenging, and offers a powerful framework to help us take on life’s blizzard of off-hand comments, annual evaluations, and unsolicited advice with curiosity and grace.

The business world spends billions of dollars and millions of hours each year teaching people how to give feedback more effectively. Stone and Heen argue that we’ve got it backwards and show us why the smart money is on educating *receivers*— in the workplace and in personal relationships as well.

Coauthors of the international bestseller *Difficult Conversations*, Stone and Heen have spent the last ten years working with businesses, nonprofits, governments, and families to determine what helps us learn and what gets in our way. With humor and clarity, they blend the latest insights from neuroscience and psychology with practical, hard-headed advice. The book is destined to become a classic in the world of leadership, organizational behavior, and education.

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