How to Receive Feedback

"Thank you."
Feedback is always a gift.

"Yes, I can see that..."
How is it even partially true? Find it.

"Help me see it... tell me more."
What data? How did they interpret it?

"I am glad you told me. I am... [honest and useful reaction]"
What's going on for you right now? (Not an explanation of why you did it!)

If appropriate: "This is especially helpful, because I saw the situation so differently."
Here's where you choose whether to describe your perspective.

"I want to [learn from this, make it right, etc.] Let's think about what I can do..."
Focus first on what you can do on your initiative. Then, invite them to look at the system.