

# Feedback Openness Scale – Template



## Feedback Openness

**-3**

### AVOIDING FEEDBACK

The firm rarely seeks feedback and relies on assumptions about client needs and satisfaction.

**-2**

### DEFLECTING FEEDBACK

Feedback requests are selective, and any negative comments are explained away rather than explored.

**-1**

### RESISTING FEEDBACK

The firm collects periodic feedback but filters or ignores insights that don't fit its preferred narrative.

**0**

### MEASURING FEEDBACK

Firm gathers and reports feedback scores but stops short of discussing or learning from them.

**+1**

### LISTENING WITH INTENT

Teams listen to understand, not to defend, using feedback to explore what's really happening for clients.

**+2**

### LEARNING AND ACTING

Regular feedback is openly discussed and leads to taking visible action for growth and improvement.

**+3**

### EMBEDDING INTELLIGENCE

Teams continuously collect, share, reflect and adapt to feedback, and make it part of everyday decision-making.

**What's holding us back?**

**What's moving us forwards?**

**Actions to accelerate progress**