

Are you above or below the line?

Before a feedback conversation, pause and ask: where am I right now?

ABOVE THE LINE	BELOW THE LINE
Curious Asking questions · seeking to understand	Defensive Operating from self-protection · denying problems
Accountable Owning my part · taking responsibility	Blaming Shifting responsibility · denying problems
Open Growth mindset · looking for solutions	Excuses Focused on why not · avoiding change
Present Fully engaged · listening deeply	Closed Resisting new ideas · shutting down

THE LINE — LOCATE YOURSELF, WITHOUT JUDGEMENT

ONCE YOU KNOW WHERE YOU ARE

ABOVE THE LINE

Go ahead. You are ready to hear and take in feedback.

BELOW THE LINE

Try one of these:

- **Shift** — take a breath, slow down, get curious
- **Name it** — tell them where you are right now
- **Postpone** — it is okay to wait until you are ready
- **With your team** — check in before starting. Ask: "Is this a good time for you?"

RIGHT NOW, I AM:

Above the line Below the line