Steady Receive

Quick guide

> **The one idea:** in a difficult conversation, the reaction does more damage than the message. Steady Receive gives you the two seconds between hearing something and reacting to it. **The first feeling isn't the problem — the first response often is.**

The reaction — your instant response when feedback or pushback lands: defending, snapping, going quiet. It usually costs more than the thing that was said, and it's the one part you control.

· WHAT DO I DO?

What to do — breathe, reflect, respond

The instant something hits you hard, run three moves in order: take one breath, reflect back what you heard, then respond to the point. The breath is the tool; the rest follows from it.



The breath is the most important move. If you do only one thing, take the breath — it's the gap that stops the reaction from speaking for you. Reflecting back is simple: "So you're saying...", or "So you're concerned that..." — it shows you've understood, and gives you time to think.

· REACTING VS RECEIVING

Bad › Better › Best

The difference between receiving feedback and reacting to it:

BAD

"That's not true — you don't understand the constraints."

Straight to defence. The other person stops talking; the real issue never comes up.

BETTER

"Okay... let me think about that."

No reaction, but no engagement either. The point lands nowhere and nothing moves.

BEST

"So you're saying the timeline's the real risk? Tell me more."

Breath, reflect, then a question. The conversation opens instead of closing.

· WHEN DOES IT HELP?

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Where it helps most

Critical feedback	Someone critiques your work — breathe before the first word.
Pushback in a meeting	Your idea gets challenged in the room — reflect before you defend.
A heated message	A sharp email or chat — receive it fully before you type back.
A surprise objection	A stakeholder raises something you didn't expect — pause, don't parry.

· THE HABIT TO KEEP

The habit to keep

THE HABIT

"Receive first, respond second."

When something hits you hard, the urge is to answer immediately. Take the breath, say what you heard, then respond. The two seconds you spend are what keep the other person talking.

Used for a week, the breath becomes automatic: you feel the reaction rising, you pause, you stay in the conversation. That pause — not a clever reply — is the whole tool.

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