

ToT.II Feedback

What is feedback?

Feedback is information given to someone about:

- What they are doing well – positive feedback.
- What they need to improve on – constructive feedback.

It is important that you have the skills to give feedback well, and that you can support positive learning outcomes for participants.

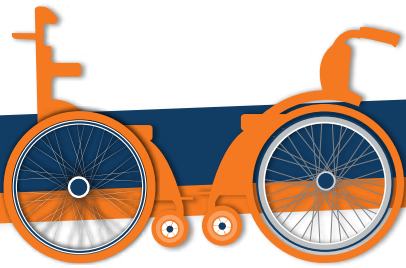
Usually people have no problem giving feedback about good performance. When mistakes are made or performance needs improvement, you must be confident in giving constructive feedback.

Activity 1: Receiving feedback

Think about feedback that was helpful for your learning and feedback that made you feel defensive or upset and was not helpful.

Record your reflections below

What should trainers consider when providing feedback?



Feedback should:

- Be timely – give feedback as soon as possible while the experience is fresh.
- Be specific – describe as clearly as possible the behaviour that was positive or that needs attention.
- Focus on the behaviour not the person when providing constructive feedback.
- Start with the positive – point out what was done well before talking about what needs to be improved. End on a positive note if you can.
- Be delivered in different ways – give constructive feedback and praise to the whole group if possible. If there are attitudinal, behavioural or disciplinary issues, deal with them in private.
- Be from the participants' perspective – ask the participant to reflect on their own performance first. They may already understand what went well and what they need to improve.
- Support participants in their different approaches – before giving constructive feedback, consider if the participant has completed an activity incorrectly, or simply in another style. Participants will all approach service provision differently. Do not expect participants to act in the same way as you.