

A Feedback Process

Receiving feedback from others is often tough. We can feel vulnerable and unsafe, and real learning from these exchanges can be questionable. The below feedback model helps ensure feedback is offered and received in a respectful way, so that learning from it is maximized.

Feedback Questions

To the team:

What did you like about your design and teaching?

To the learners:

What did you like about this design and teaching?

To the team:

What will you do differently?

To the learners:

What suggestions do you have for change?

When giving feedback...

- *Start all feedback with “I liked...” or “I love that you...”*
- *Start all suggestions with “how about...” – they should be offered as suggestions and are easier to receive than “you should have...” or “I would have...”*
- *Only add what others have not already said.*
- *Keep your comments brief and specific.*

When receiving feedback...

- *Respond to comments with a simple “Thank You,” or nod.*
- *There is no need to explain or defend yourself, team, or work. These are just suggestions.*
- *Listen deeply and to understand*
- *Enter this time with genuine openness and gratitude for all you will receive.*