

How to give and receive positive and
negative feedback

ENABLE



30 Years of Excellence

Welcome!

Your facilitator for today is



Warm up task

- Write down 3 to 5 words that come to mind when you hear the word 'feedback'.
- Put them on a Post-it Note and stick to the board.




Aims of the session

1. Discuss the impact and importance of feedback.
2. List essential criteria for giving effective feedback.
3. Identify how to receive feedback effectively.
4. Practise giving feedback.



“We all need people who will give us feedback. That’s how we improve.”

Bill Gates



Why is it important
to give positive
feedback as well as
negative?

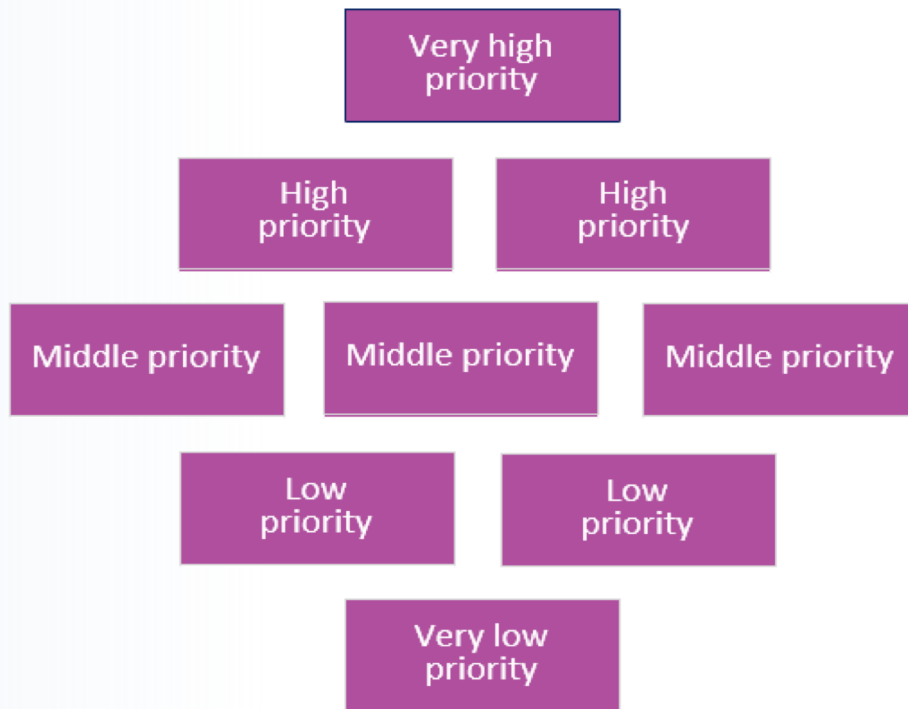
Think of a time you received some negative feedback

Was it useful?

Did the person giving the feedback do it well?

How did it make you feel?

Diamond 9 – feedback



1) Pick out the 9 most important cards and discard the rest.

2) Arrange the 9 you have kept into the diamond 9 pattern. The most important card is on the top of the diamond.

3) Discuss your diamond with the other .

Guide to effective feedback

Read the top tips about giving effective feedback



Receiving feedback

Watch this [video](#) about how to receive feedback so that it is a positive and effective experience.



How to make the most out of feedback

- As a group, create a poster about how to make the most of feedback you receive.
- What are some of the do's and don'ts?
- How can you get the most out of the situation?



Try it out

- Work in pairs.
- Take it in turns to give and receive feedback.
 - There are some scenarios on the next slide or you may want to use one of your own.
- Partners – explain how you felt about receiving the feedback – was it useful and delivered well?

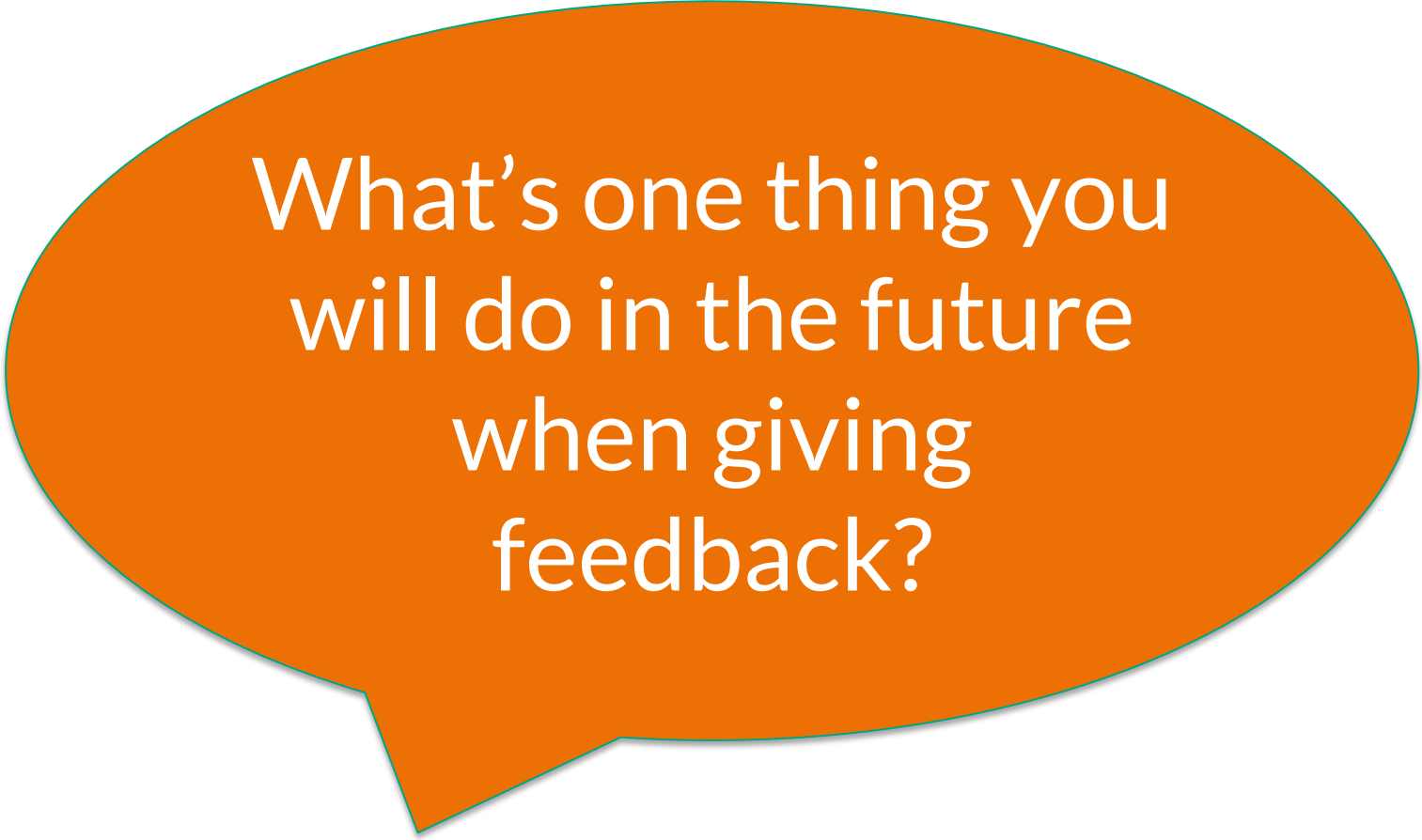
Feedback scenarios

- A customer stops a colleague of yours in the corridor to ask for some help and the colleague is quite rude.
- A colleague has done a poor quality job and you had to correct it for them after they left.
- Your job advisor tells you that you need to improve your interview technique.
- You've noticed your friend takes a long time to do any tasks on the computer spending a long time trying to find the files they need.
- A colleague completed a big task in record time and did it really well.

Did we achieve our aims?

1. Discuss the impact and importance of feedback.
2. List essential criteria for giving effective feedback.
3. Identify how to receive feedback effectively.
4. Practise giving feedback.





What's one thing you
will do in the future
when giving
feedback?

Thank you!

