

FEEDBACK

Definition

Feedback is giving information to someone about their learning and/or showing them that you have understood (or not) what they have said.

Examples

Oral: "Well done. That was very good. It was much better than last time. Your really thought about the presentation." The purpose here is encouraging the learner and telling her she did well (praising). Written: "what an amazing story! You've used adjectives very well this time, but there were a few problems with past tenses. Have a look at the irregular verb list at the back of the textbook". The purpose here is giving a personal response to the piece of work in order to encourage the learner. Identifying a positive aspect of the work (adjectives) and also giving exact information about one problem area and about where the learner could find useful reference material.

RECOMMENDATION

When giving feedback it is important to tell students positive comments to describe what is well done but also you need to give negative descriptions of the work with positive suggestions for improvement. Use vocabulary and concepts the students will understand. Make feedback specific enough so that students know what to do but not so specific that it is done for them.

Also choose words that communicate respect for the student and the work, choose words that position the student as the agent and choose words that cause to think or wonder.

TECHNIQUES

ASK-TELL-ASK

The Ask-Tell-Ask Feedback method fosters students' abilities to identify their own strengths and areas for improvement as well as provides preceptors with the opportunity to share positive and constructive feedback to students. First ask "what went well?" tell "This is what I think went well..." then ask " what could be improved? and tell "This is what I think could be improved..."

THE SANDWICH TECHNIQUE

Is so named because the pieces of bread represent positive feedback/compliments while the meat of the sandwich (or innards if you're vegetarian) represents constructive criticism. This method of sandwiching the constructive criticism between two compliments is an effective way to help improve/correct behavior.

1) Slice of bread 1: Start off with positive feedback (authentic praise of something they did recently)

Example: "By the way, Arely, I have to hand it to you on that deal you closed yesterday... that goes a long way towards helping us reach our goal."

2) The "Meat of the Matter": Provide your constructive criticism

Be brief (yet clear and thorough) in your delivery of the meat of the matter- the criticism you want to share. Ideally you are giving them constructive criticism on just one thing. "Jon, you're so good at what you do that it's hard to ever find suggestions on how you can improve. That said, I know you really want that promotion to Director of Sales. One skill you're going to need in that position is analytics, and your weekly reports are currently pretty light on analytics. For you to earn that Director of Marketing spot, I recommend that you gain some mastery over analytics."

TECHNIQUES (cont)

3) The 2nd Slice of Bread: End on a positive note

Ideas on how to end with positive include: You can simply reiterate the initial positive feedback/compliment you had given them, you can speak in general terms about how much progress they are making and you can compliment them on their receptiveness to receiving constructive criticism.

BRIDGE TECHNIQUE

Connecting concepts together from past to future focusing on: Past positive behaviour/performance. Present observed behaviour/performance. Future behaviour/performance expected.



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