

How to Provide Effective Feedback

Online Webinar

A presentation prepared and presented
by Elena Xeni

Senior Researcher/ Project Manager, Education Unit

elena.xeni@cardet.org

info@cardet.org



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Significance of Feedback

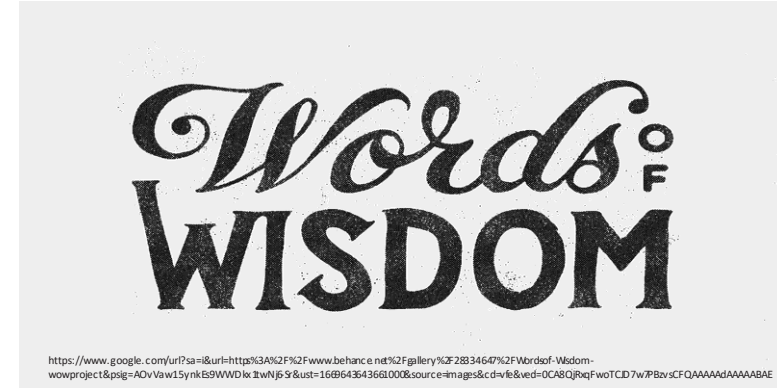
Words of wisdom

“Feedback is the breakfast of champions.”

– **Ken Blanchard**

“We all deserve a BRAVO from the youngest to the oldest, from day one to the last one”

– **a Religion professor**



Significance of Effective Feedback

Why do we need to learn about providing feedback and on doing it effectively?

- ❑ Because feedback can encourage OR discourage behaviour.
- ❑ If given in the wrong way, negative feedback can result in an “*unpredictable substitution or change of behaviour*” (Tosti, 1986), thus preventing you from what you are really trying to achieve.

Effective Feedback

Feedback as Form of Support in Educator – Learner Relationship

- An educator is always there for the learner!
- Educators help learners develop ideas, overcome challenges, achieve their career goals, and celebrate their wins.
- Educators provide learners feedback for improvement purposes.
- Educators help learners is decision making.

<https://www.betterup.com/blog/mentor-mentee-relationship>



<https://windynookprimary.org/wp-content/uploads/2021/02/parent-support.jpg>



Tips for Effective Feedback

- Balance negative and positive feedback
- Be specific - with clear facts and examples
- Acknowledge the other person's strengths and good points
- Empathise
- Discuss solutions
- Highlight benefits to both parties
- Try to end on a positive note



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Feedback Model 1 – The Pendleton Model or Pendleton’s Rule

It aims at delivering constructive feedback by **underlining positive behaviour** in the context of self-reflection.

Implementation steps:

1. Ask the learners to share what they think went well and if they did well. Ask them to name at least one thing that went well.
2. Acknowledge the accomplishments and add to them by expressing, "What I thought went well was...". Mention their most successful moments, but also remember to mention other examples of things that went well.
3. Ask if there is anything the learners would do better/ differently next time, in the context of self-reflection and self-improvement.
4. Acknowledge and expand on their ideas by noting, "What I might have attempted/ done differently was...", encouraging them to give it a go!

Feedback Model 2 – The IDEA Model



Feedback as Key Practice in Mentoring in Education

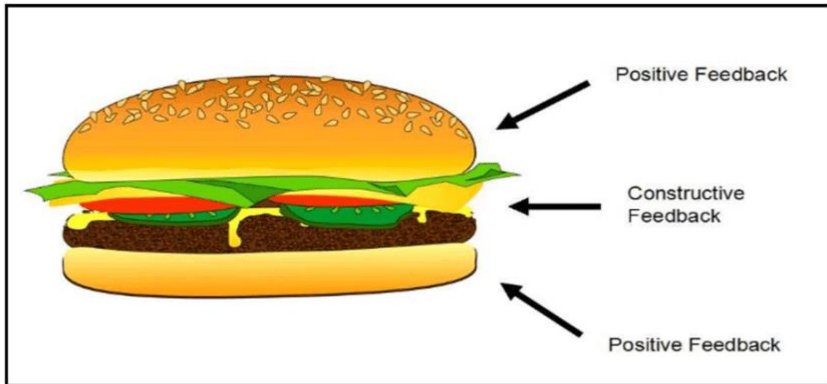
Feedback Model 3 – The Sandwich Model

The Sandwich Model

sth positive

sth negative

sth positive



The Sandwich Model

Top slice of bread: The first positive comment, telling the team member the content was in-depth and it had great examples.

Meat inside: The constructive feedback, letting the team member know the slides needed some improvement to be more personal and engaging.

Bottom slice of bread: The closing statement, reaffirming the positive comment that the team member did a great job overall.

EXAMPLE

- *“Great job presenting today! I thought the content you went over was in-depth and you had great examples to back up your points.*
- *However, I thought your slides could use some improvement. Next time, try using the branded slide deck the design team created to give the slides a personal and more engaging touch.*
- *Again, overall fantastic job. Once you improve on slide design, I think the audience will be more engaged.”*

Effective Feedback

Holding back from Giving Feedback

Some educators hold back from giving feedback because:

- they worry that they might upset the learner
- they are concerned that the learner may reject them/reject their feedback
- they are concerned that it may end in a confrontation that would be difficult to resolve and might damage future relations
- they think that the issue is too trivial, and that it would be better saved for something more substantial
- they don't like receiving feedback themselves.



Reacting to Feedback

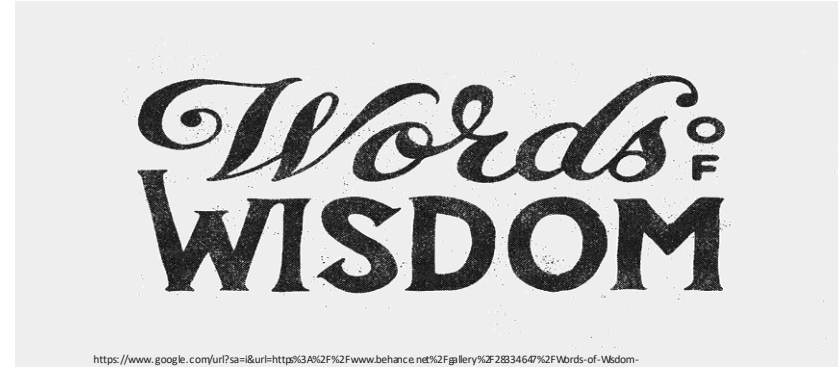
- Anger:** 'I've had enough of this!'
- Denial:** this reaction often accompanies the initial shock of feedback: 'I can't see any problem with that!'
- Blame:** 'It's not my fault. What can you expect when X won't listen?'
- Rationalisation:** finding excuses to try and justify their behaviour 'I've had a particularly bad week!', 'Doesn't everyone do this?', etc.
- Acceptance**
- Renewed Action**



https://www.incimages.com/uploaded_files/image/1920x1080/getty_485775173_144081.jpg

Effective Feedback

Words of wisdom



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

– **Bill Gates**

“Criticism, like rain, should be gentle enough to nourish a man’s growth without destroying his roots.”

– **Frank A. Clark**

Feedback as Key Practice in Mentoring in Education

References

SUPPORT

Mentor-mentee relationships are beyond powerful, here's why - <https://www.betterup.com/blog/mentor-mentee-relationship>

FEEDBACK

The IDEA Model

<https://www.marketing91.com/feedback-models/>

<https://www.youtube.com/watch?v=7xF2cKVOdTg>

<https://www.slideshare.net/JeremyStoverPCC/giving-feedback-with-idea>

The Pedleton Model/ Rule

https://media.ed.ac.uk/media/How+to+give+feedbackA+the+Pendleton+Model/1_7o8vfjmb

<https://www.youtube.com/watch?v=l49DaVo5d5Q&t=16s>

https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwi3-OaJ7PjwAhXRBhAIHbybAzsQFjASegQIHhAD&url=https%3A%2F%2Fheeoe.hee.nhs.uk%2Fsites%2Fdefault%2Ffiles%2Fnuts_bolts_what_is_feedback_-_simon_downs.pptx&usg=AOvWaw2UJUGsqK_-HDC5nZa8BXDe

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The Sandwich Model

<https://happyrubin.com/nlp/sandwich-feedback-model/>

<https://www.makeitnua.com/posts/the-feedback-sandwich-method-in-digital-2021-pros-and-cons>

<https://fellow.app/blog/feedback/the-feedback-sandwich-should-you-use-it-pros-and-cons/>





Bonding

Thank you!

elena.xeni@cardet.org

info@cardet.org



Thank you for your participation!



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