



**INTRODUCE** bite sized workshop in terms of what we will be covering over the session.

**INTRODUCE** the topic by covering the ‘space race’ analogy:

Q. Where does the word FEEDBACK originate?”

A.

**FLIPCHART:-**

a diagram of earth , moon and rocket on way to moon.

**EXPLAIN:**

- In the space race of the 1960’s between America and Russia, where they competed to get the first man on the moon, there were problems encountered in getting unmanned rockets to the moon itself. Initial attempts failed because the technology on the earth couldn’t keep the rocket on course and hence they kept missing the moon!

- Eventually a communication process was developed which enabled the computers on earth to talk to and receive responses from the rocket constantly

**DRAW** arrows from earth to rocket onto your flip, and back again i.e. consistently feedback information, which kept the rocket on the right track and helped boost performance!

**EXPLAIN** that giving feedback is a very effective management skill for keeping people **ON TRACK**

## Feedback

- *"Most people, for most of the time, are starved on feedback and are left to operate on the basis of 'no news is good news'. This is worrying because feedback is an essential ingredient if performance is to be maintained - let alone improved"*

**PETER HONEY**

**SHOW** above slide and **DISCUSS** how delegates feel about this quote.

**ASK** for comments about the extent and quality of the feedback within the company / department.

Q. Why is feedback so important?

A .

- They understand how they are performing against what is expected
- It has a motivating effect because they feel 'rewarded'
- It helps them work to even higher standards

## Giving Feedback Skill Practice

- Think of the last time you told a team member where they could do better
- Your syndicate colleague is that person
- Brief them
- Give them the feedback with E.E.C.
- Reverse roles and repeat

### **GIVING FEEDBACK SKILL PRACTICE**

**EXPLAIN** that this exercise will skill practice the EEC model.

**SPLIT** delegates into groups of two.

**REVIEW** above slide and refer delegates to handout: Giving Feedback Skill Practice.

Once delegates have completed the exercise twice, so that each gets a turn to give feedback, **REVIEW** the exercise, using the following questions:

- How did you find that exercise?
- What reaction did you get from your partner?
- Who talked the most?
- How involved did you feel in the process, when on the receiving end?
- What lessons can be drawn about giving feedback to team members?