

Thanks for the Feedback

This is a two-hour professional development session, which outlines how to give and receive feedback well, and why it is so critical.

This session can be modified to approximately 90 minutes, by abbreviating slides and discussion regarding truth, relationship, and identity triggers. It is adapted from the book, *Thanks for the Feedback*, by Douglas Stone and Sheila Heen, which focuses on the challenge of receiving feedback.

As a formal definition, feedback is a reaction to a product or service, or a person's performance, which can be used as a basis for improvement. Feedback can be very helpful in our lives, when we learn how to receive, and utilize it. It is essential to know how to give and receive feedback from peers, colleagues, and students as well. Understanding feedback, helps us move past the who, and blame, and focus on accountability, discussion, and resolution. It is a key to improvement. Thus, when one does not always see things clearly, individuals should separate the feeling from the feedback, ascertain the facts, change the vantage point, and adopt a growth identity.

There are three areas of focus relative to feedback: appreciation lets the individual know one sees or acknowledges what they have done, coaching helps the receiver expand knowledge, sharpen skills, and improve, and evaluation feedback rates a set of standards, aligning expectations and decision making. In addition, while intended as beneficial, feedback is relational, and depending on who delivers the information, can matter if it will be received, and accepted, as intended.

One receives feedback from various settings professionally, and personally as well. However, once it is heard and depending on who gives it, one ascertains what to do with the feedback: ignore it, or reflect and take heed. Further, it is generally easier to give feedback, than receive it. Participants will gain an awareness regarding the various forms of feedback, engage in the impediments to receiving feedback or triggers, relative to why and how one reacts when receiving feedback, identify strategies that strengthen one's ability to receive feedback, and understand how to use those strategies for effective teaching, mentoring, coaching, and advising.

Essentially, this session takes an authentic look at why receiving feedback is difficult, provide a framework and tools that can help process challenging information, and how to use feedback as a means for insight and growth. Participants will also partake in activities, including group work, roleplay, and watching a video, to garner tools that help students, and adults, give and receive constructive feedback, more effectively.