

Giving feedback
Module 2
Exercise 2.11

An exercise: The Feedback Carrousel

- The mentors stand in two circles in the middle of the room.
- The inner circle is facing outward, the outer circle is facing inward. Each participant should now be standing opposite another participant.

Assignment 1:

Tell each other which profession you thought would suit the other person if he or she was not working at their current job. Also say why you think that profession would suit that person.

→ The outer circle now moves along 1 person (clockwise).

Assignment 2:

Pay a compliment to the person who is now standing in front of you.

→ The outer circle now moves along 1 person (clockwise).

Assignment 3:

Tell the person now standing in front of you what you are feeling at this moment. Try to clearly describe the reason behind that feeling, so explain why you feel that way.

Follow-up discussion:

- What did you think of this exercise?
- How did it feel to receive feedback?
- What do you find difficult about giving feedback?
- And why is that?
- What experience do you have with giving and receiving feedback?

Case: A new employee has filled a shelf in the shop. He has done this very nicely, following the guidelines and instructions that you gave him. However, he has piled the boxes and other debris in the aisle, making it difficult for customers to pass.

→ You decide to give the employee feedback. How do you do this?

→ Compare the following ways of giving feedback. What strikes you about them?

Mentor 1:

'Your work is very neat, but it's much too slow. You'll have to start working faster.'

Mentor 2:

'I have two things to say about your work. The first is that I'm satisfied with the quality of your work. It looks great and it's very precise. Keep it up.'

(Point and silence)

'The second thing I want to say is that I think the speed at which you're working is a little bit slow. So I'd like you to keep working in the same precise way but then do it just a little bit faster.'

An alternative way of giving feedback:

→ Give the trainee the **'McFeedback hamburger'**, which is a talk in three steps without using the word 'but...':

- What I think you do especially well is
- **AND** what you might improve/add is....
- **AND** on the whole, (positive)

