Competences for SE

Mag.ª Christa Bauer, Mag. ª Elisabeth Amtmann
Evalitas KG, Austria

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Competences for SE:

- Observing
- Reflecting
- Giving and receiving feedback
- Choosing and Handling Tools/Instruments

Observing means…

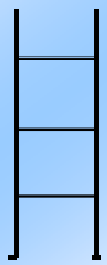
- Perceiving with your sensory organs

  What can I see, hear, smell, taste…?
- Establishing facts (colour, size, numbers, features…)

Observing and interpreting are separate steps!

Ladder of Inference

- „ The teacher made an insensitive remark“
- „The teacher reprimanded Hans“
- „The teacher said to Hans, ‚Your preformance is a catastrophe



- Step of meaning for one listener
- Step of common cultural meaning
- Step of relatively straight forward observed data

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Receiving Feedback

- **Negative FB like sb. stepping on your toes – mental pain. It is a professional reaction to accept it without defending yourself.**
- **Thank for FB and think it over before you answer. It is easy to start explaining, defending or even attacking the other, but you miss out on something very valuable: the perspective of a different human being.**
- **It is your right to postpone receiving FB for another moment. Mind, however, that things you do not know seem more threatening than things you do know.**

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Giving Feedback

- **FB should be given close to the situation in question, it makes it easier to accept.**
- **FB relates to concrete behaviour,**
- **FB is best when requested. If you (have to) give unrequested FB ask if the other person is ready for not to the person as a whole. Behaviour can be changed, but not a person.**
- **Articulate observations, impact of behaviour on other people, address feelings as feelings and presumptions as such.**
- **Positive FB has more impact than negative FB. When addressing unwanted behaviour always also state something in the person you noticed that is positive as well.**
- **Avoid „always“ and „never“, except you have proof for it.**

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