**Title:** Giving and Receiving Feedback

**Annotation:**

Giving and receiving feedback is an important part of successful teamwork and group management; it is used in different environments and can be discussed in different subjects, especially before group projects and presentation sessions. The following material provides ideas and tips on giving and receiving feedback in a positive and motivational way. It also encourages further discussion on the importance of feedback among the learners.

**Key Competence:**

Ability to give and receive feedback.

**Expected Output:** Learners are able to effectively give feedback and receive feedback from others.

**Keywords:** feedback, teamwork, communication, collaboration

**Objectives of the course:**

-To learn why feedback matters;

-To learn useful tips on giving and receiving feedback.

**Duration:** 40 min – 1h  **ppt presentation**

**Theoretical part – explanation of the content:**

Feedback - Information about reactions to a product, a person's performance of a task, etc. which is used as a basis for improvement.[1]

*'Giving feedback is a skill. And like all skills, it takes practice to get it right.'*[2]

This lesson is based on the PowerPoint presentation **'Giving and Receiving Feedback'**. It explains what good feedback is and provides tips for giving and receiving feedback.

Good feedback:

-   Is positive and aimed to guide the person or team that receives feedback towards improvement;

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[1] https://en.oxforddictionaries.com/definition/feedback
[2] *https://www.mindtools.com/pages/article/newTMM_98.htm*

- Shows how a team is moving towards its aims and what has to be changed in its actions to be able to reach the aims;
- Works as a motivation tool.

Tips for giving feedback:

- Think about the right time, length and form of the feedback;
- Make sure you have understood everything correctly;
- Talk about actions, not the person;
- Describe clearly what you would expect in future;
- Offer support and help.

Tips for receiving feedback:

- Accept and manage emotions;
- Show that you are ready to listen by using active listening techniques;
- Admit if you don't understand something;
- Take time to think about the feedback;
- Admit your mistakes;
- Choose what you are ready to change/do first and agree on deadlines;
- Ask for support and help, if needed.

**References:**

- https://www.mindtools.com/pages/article/newTMM_98.htm

- Ted Talk 'How to speak so that people want to listen' https://www.ted.com/talks/julian_treasure_how_to_speak_so_that_people_want_to_listen/up-next