

LC-1114 Communicating Technology

—
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Today's session

1. Outline
2. Feedback

Outline of your presentation

Starting to plan

Giving and receiving feedback

Discuss:

What is the difference between **feedback** and **criticism**?

Why is it difficult to **give** feedback?

Why is it difficult to **hear** feedback?

What kind of feedback is **efficient**?

Why is **giving** feedback hard?

Maybe you...

- **consider feedback negative and unhelpful**
- **are concerned that the person will not like you**
- **think the other person cannot handle the feedback**
- **have had negative experiences before and feel the feedback is not worth the risk**

Why is **receiving** feedback hard?

Maybe you...

- have had negative experiences before.
- feel the need to justify and rationalize instead of listening to feedback
- think that feedback diminished your self-worth
- are not 100% confident

What kind of feedback is effective?

- **Descriptive, specific & performance focused**
- **Timely**
- **Balanced: positive & negative**
- **Solution-focused**



The Hamburger Model

The picture and the examples you used in the introduction were very compelling. I was immediately intrigued and wanted to hear more.

When you stated the purpose of the presentation, you said it quite fast. I think it is important to say that as clearly and calmly as possible. Perhaps next time you can try to emphasize it more.

With a clearer purpose, you will have a perfect introduction!

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Let's try:

Step 1:

- **Write 2-3 sentences about how you would like to create a good healthy life-style (what can you do, for how long, how do you achieve)**

Let's try:

Step 2:

- Exchange it with your partner
- Take a look at sentences your partner wrote.
- Give your partner feedback **on** their **writing** using the [hamburger model](#)
- (say something **positive**, say something they **could improve on**, conclude with something **positive**)



Receiving feedback

- Listen to it and accept it positively (for consideration) rather than dismissively (for self-protection).
- Pause and think before responding.
- Ask for it to be repeated if you did not hear it clearly.
- Ask for clarification and examples if statements are unclear or unsupported.
- Ask for suggestions for improvement.
- Respect and thank the person giving feedback.

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HOMework

1. Your weekly connection journal

Questions?

