LC-1114 Communicating Technology

Dr Nicole Ivarsson-Keng





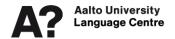
Today's session

- 1. Outline
- 2. Feedback



Outline of your presentation

Starting to plan



Giving and receiving feedback

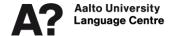
Discuss:

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!



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 <u>hamburger</u> 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.



HOMEWORK

1. Your weekly connection journal



Questions?



