Learning Method – Feedback

Another important learning method used in this workshop is **feedback**.

Feedback helps participants understand how their communication and behavior are experienced by others. When delivered constructively, feedback can accelerate learning and strengthen self-awareness.

Purpose of Feedback

Constructive feedback helps participants:

- recognize strengths in their communication
- identify behaviors that may limit effectiveness
- see how their actions affect others
- improve skills through reflection and practice

Guidelines for Giving Feedback

Note: Before providing feedback to participants, it is critical that they have given the Facilitator Permission to do so. Without it, no feedback is attempted.

When providing feedback to a participant,

1. **Be specific** — describe the behavior you observed rather than making general statements.

2. **Focus on behavior, not the person** — discuss what was said or done rather than judging character.

1. **Use examples** — refer to the specific moment in the conversation or exercise.
2. **Be constructive** — offer suggestions that may help improve future interactions.
3. **Maintain respect** — the goal is learning, not criticism.

Guidelines for Receiving Feedback

When receiving feedback:

- listen fully before responding
- avoid interrupting

- Do not attempt to explain the “why” of what you did, or defend your behavior
- consider the perspective being offered
- ask clarifying questions if needed
- decide what insights may be useful for improvement

Effective feedback strengthens the learning environment and supports the development of SI/EQ skills.