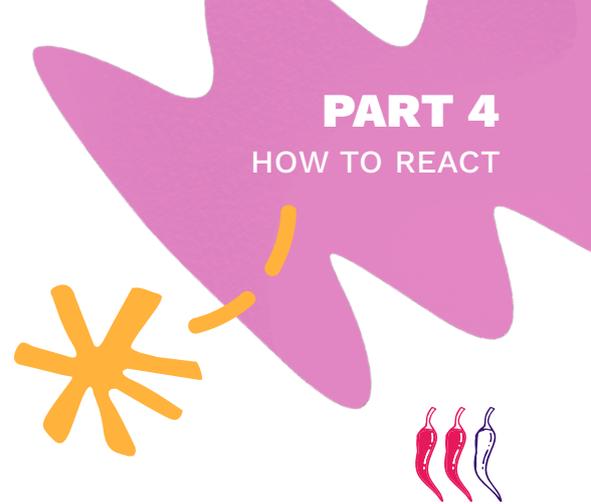


## Exercise 6

# GIVING FEEDBACK



### SITUATION

Giving feedback so that the client clearly realises they have crossed a line.



### PARTICIPANTS

Variable



### MATERIAL

- **Appendix 1:** Step-by-step plan for giving feedback - print one per participant
- **Appendix 2:** Icons - Print 1 per group of participants depending on the number of participants in the training)
- **Appendix 3:** Example steps for feedback and judging someone - Print 1 for the trainer



### TIME

Approximately 45 minutes

## OBJECTIVES

- Understanding how to give clear feedback
- Practise the various steps of giving feedback
- Vocabulary for giving feedback and recognising the pitfalls of judging someone



## SEQUENCE

### The trainer:

1. Discusses what feedback is.

“Giving feedback is about assertively expressing that you do not appreciate a client’s (inappropriate) behaviour or speech. You communicate respectfully what their behaviour or statement does to you.”

2. Goes through the fill-in sheet and explains (**Appendix 1**).

## Exercise 6

3. Lays out the various steps/pictograms ([Appendix 2](#)) on the floor.
4. Goes through a couple of examples ([Appendix 3](#)) while they stand next to each part of the feedback.
5. Also discusses the greatest pitfall – judging someone – which is best avoided when giving feedback. If you succumb to this pitfall, your feedback will have a negative effect or no effect at all (see [Appendix 3](#) for examples of judgemental statements).
6. Lets the participants describe their own situations. They will then formulate feedback using all the necessary steps on the fill-in form for each situation.
7. Walks around and helps the participants.
8. Gets all the participants to stand up. Asks them to bring their example. Gathers everyone around the steps/pictures laid out on the floor. Discusses the participants' feedback with the group, one at a time or a few together, while they stand on the A4 sheets. Each time a participant passes judgement, the trainer points to the judgment sheet/picture.  
  
Asks the other participants to help formulate a statement that better fits the feedback statements.