Giving Feedback Study Guide

How to Use This Study Guide

The Study Guide for this course is designed to help you take notes as you're taking the online course "Giving Feedback". It is organized in sections that mirror the elements of the course, with plenty of room to make notes and capture your learning.

The use of the Study Guide is optional. Research shows that different people learn differently, and for many, the act of writing something down as you are learning helps to solidify the information in your brain. If you find the Study Guide helpful, use it. If not, feel free to omit it from your learning process.

Course Overview – Giving Feedback

When we think about giving feedback to an employee or colleague, there are several ways to go about it – from empathic and caring reflection, through to more critical and negative feedback. Choosing the appropriate level of feedback for the situation is a skill. In this course you will learn about 7 different levels of feedback, how to choose the most appropriate for any situation at work, and how to put them into practice.

Learning Objectives – Giving Feedback

By the end of this course, you will understand the following:

- Learn techniques and tips to help you give feedback effectively
- Develop an understanding of the 7 different levels of feedback
- Learn which type of feedback to use based on the situation

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13 Tips for Giving Effective Feedback

#	Tip	Notes
1		
2		
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13		

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What are the 7 Levels of Feedback?

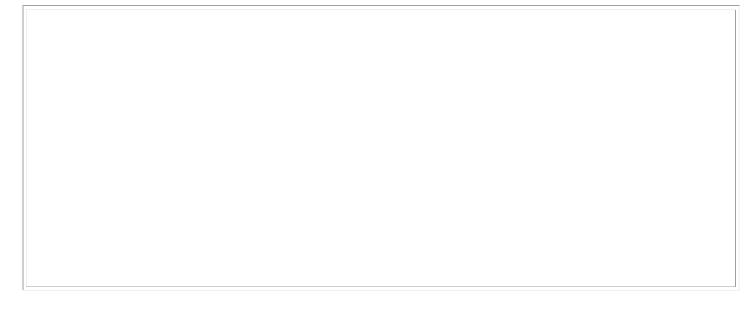| 7 Levels of Feedback	
Level 1	
Level 2	
Level 3	
Level 4	
Level 5	
Level 6	
Level 7	

Choosing the Right Level of Feedback to Give

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Exercise

Discussion Questions

Discussion questions are used by workgroups who are taking courses concurrently and want to engage in a conversation about the course content. The use of discussion questions is optional.

1. What has been your experience of giving and receiving feedback in your organization?

2. How do you feel about giving feedback? What do you find challenging about it?

3. After working through this course, what would you change about the way you give feedback to colleagues?

4. What would you like to see change in the way your managers give feedback to you?

5. What process do you have in place to facilitate regular feedback between employees, departments or customers?

6. What is your corporate culture regarding feedback? i.e. Do people feel free to give it? (in a tactful, constructive way)

7. How often do you hold back on honest feedback out of fear you will hurt the other person's feelings? How can you do better as a coach and role model?

8. How do you respond to feedback? Do you use this as an opportunity to serve as a coach and a role model?

9. What kind of employee training do you provide on how to give effective feedback?