MOOC DIGITAL WORKPLACE
MODULE 2: COMMUNICATION   **VIDEO: MOD2_7: *Feedback***
Script: details of what the course presenter will say.   On screen text: ideas, images etc. to appear on screen as and when prompted.   Editing notes

SCRIPT	**ON SCREEN TEXT**	**EDITING NOTES**
As we have seen in the communication process video, feedback is described as any response or relevant reaction that the receiver gives to the issuer of a message. We need to pay particular attention to this feedback received in order to find out if our communication has been successful and if we are achieving what we set out to communicate. Another important type of feedback which should be taken into account (specifically when using the assertive communication style) is: feedback from the receiver on the effect the sender's behavior is causing. This can be a real learning opportunity for self improvement.	Poster: Definition: FEEDBACK: - The effect the issuer's behavior and communication style cause in the receiver. - A learning opportunity for self improvement.	Close-up of the trainer for a few seconds holding a sign showing his/her full name.
If we do not get regular feedback from others on what we are doing or saying it's hard for us to know what we are doing well, what we need to leverage and what we are doing wrong and need to improve.	Poster: What we are doing well? What are we doing wrong? Where we have room for improvement?	Close-up of the trainer with the text on one side of the screen (bullet points gradually appearing as they are mentioned).
What can we do to give *good* feedback? • The time and environment should be appropriate all involved. • The feedback should be balanced, i.e. it should include both positive and negative feedback. • It should be specific to ensure that the message is understood and that you get an appropriate response from the other party. • You should try to focus on one or two points, so that the feedback is effective. • You must be objective, and talk about specific situations in which the	Poster with summary points: • Appropriate place and time. • Keep it balanced. • Be specific • Focused on one or two	

event has occurred (errors or successes), and stay clear of using subjective opinions without any evidence.

- The objective of giving the feedback should be clear, as well as what is expected from the person receiving it in future events (it would almost be *feedforward*).

- The feedback should be given relatively close to when the event happened. Leaving feedback too long after the event reduces its impact and can be confusing for the person receiving it.

- Try to choose the most effective channel when providing feedback. It should ideally be in person but when teleworking this is not always possible. In this case we should to use the next best thing, like video calls where we can see each other etc. This way we can still use non-verbal and paralinguistic communication (and avoid, if possible, written communication).

- When we have to provide negative feedback we should always be very specific about when it happened, how to correct or improve on the error and give the feedback in private.

- If the feedback is positive, it can be given to the person in public, so that it serves as recognition and motivation for the person receiving it going forward.

- We should use our assertive communication skills to promote a working environment in which all workers mutually respect each other and there are good working relationships.

Learning to give good feedback is an essential skill to be a good communicator and is key when working in teams and managing conflicts.

It's also vitally important to learn to receive feedback! So, when receiving training on how to give feedback, it's important for you to also take time to reflect on how you would react when someone gives you feedback.

Feedback (well given, of course), is a gift for our own personal development. | points.

• Keep it objective, base it on facts.

• It should have a clear purpose and be f*eedforward.*

• Give it as soon as possible after the event has occurred.

• Use the best channel available to provide feedback.

• Negative feedback should always be given in private and be very specific.

• Positive feedback can be given in public as way of recognition.

• Be assertive when providing feedback. | Close-up of the trainer with the text on one side of the screen (bullet points gradually appearing as they are mentioned). |