

## **FEEDBACK**

The success of the training you are beginning relies considerably on your ability to inform each other about the extent of each individual's progress. This process of being able to relay one's observations, impressions, feelings, or other information about a person's behavior to him/her for his/her own use and learning is called FEEDBACK. Receiving feedback is essential to our growth. Without it an individual has no gauge to evaluate his/her behavior other than him/herself. Most of the time self-evaluation is not sufficient to develop skills without prior experience. Providing effective feedback enables an individual to modify ineffective behavior and serves as a reinforcer for effective behavior. Remember that the emphasis here is on behavior. When giving feedback make the feedback specific to the behavior you just observed.

### **Three Components of Feedback**

1. Positive Feedback: Praise given regarding an individual's specific and observable behavior.
  - a. Verbal Behaviors: complete sentences. Using appropriate voice tone and speaking in complete sentences.  
  
Example: "Your tone of voice showed caring on your part."
  - b. Nonverbal Behaviors: eye contact, posture, gestures etc.  
  
Example: "It was helpful to me when you leaned forward and let me know you were really trying to understand."
2. Feedback Suggestions: Suggesting to the individual some ways of improving his/her performance within the group.  
  
Example: "Perhaps you could try to keep your summarizing more concise."
3. Check-out with Feedback Recipient: Discuss feedback by both giver and receiver until they can agree on what each is communicating.  
  
Example: "How did you feel when I said that sitting back with your arms crossed suggests disinterest on your part? How do you perceive your posture during the session?"

### **Here are some typical feedback statements:**

"Most of the time you spoke very quickly, in spurts. It gave me a feeling of tension or nervousness."

"You sat very still throughout the conversation. Your hands remained folded in your lap, and there was practically no bodily movement."

"When you talked about being a very sensitive person, one who is easily hurt, your voice became very soft and you stumbling over your words a little bit."

"You tapped your left foot constantly."