



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

CREATE CHANGE

The Skilful Art of Giving Feedback

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‘Oh what power the gift could give us. To see
ourselves as others see us’

Robert Burns – ‘To a louse’ (1786)

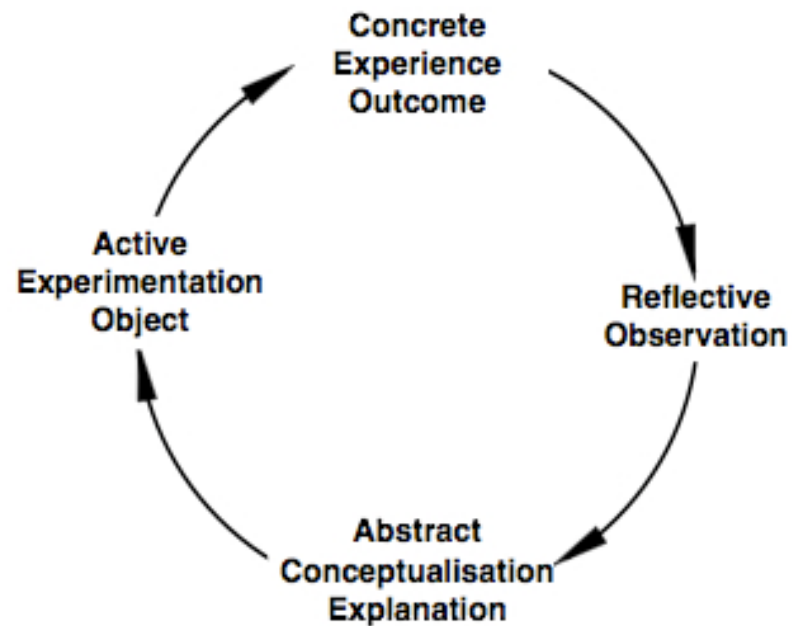
Definition

Providing information about performance or behaviour with the aim of:

- Affirming what is done well
- Helping develop areas that are done less well

Educational Theory

Kolb's Learning Cycle



- Learners will all be different and will have varying strengths at the different parts of the learning cycle
- Feedback allows teachers to help learners through this cycle
- Thus strengthening all four bases

Why learn about feedback?

- To enhance achievement
- It appears in all aspects of our lives
- It is essential for leadership
- If done incorrectly can be very destructive

Effective feedback?

- Information: must be based on fact/observations
- About performance or behaviour (non judgemental)
- Leads to action: has a specific intention
- Affirms or develops performance or behaviour: be clear about outcome wanted

Approach to feedback

- Prepare
- Content
- Process

Preparing to give feedback?

- Have I got the facts
- What is my intention?
- Is the receiver fit for feedback
- Am I fit to give feedback
- Timely approach

Content of feedback

- Descriptive
- Specific
- Directed
- Timely
- Selective
- Suggestions

Ways of giving feedback

Feedback Sandwich

- Give student positive feedback
- Make suggestion for change
- Positive reinforcement

Modified Pendleton

- Contracting
- Clarify
- What did you do well?
- What I thought you did well
- What do you recommend for change
- What I recommend for change

Ways of giving feedback

SET-GO

- What did you See?
- What Else?
- What do you Think?
- What Goal would you like to achieve?
- Any Offers of how we should get there?

ALOBA

- Agenda Led Outcomes Based Learning Analysis
- Set the agenda
- Discuss the issue
- Explore learner's feelings
- Refine agenda
- Feedback, discuss options, rehearse
- Spot skills done well
- Summarise
- Check agenda has been covered