



Feedback Nightmares

Adapted by Nancy Mohr

Purpose

To address our fears about both getting and giving feedback. To derive a set of principles for a respectful feedback process.

Time allotted

From 30 to 40 minutes. If time is tight, cut the writing time.

The Activity

Individual writing — ask everyone to write for 5-10 minutes — about a time when they got feedback and it was a negative experience and about a time that they gave someone feedback and it was a negative experience.

Pairs — share any part of the writing that you are willing to share. Draw up a list of five feedback do's and five don'ts.

Large group — share out do's and don'ts — each pair adding to the list. As a group, derive the norms for good feedback that flow from those lists.

Reflection

Why did we focus on negative experiences instead of good ones? Should we have?

Was it difficult writing/sharing about these experiences?

What is the value of an exercise like this?