

Sample Session: Feedback

Type:	Training
Style:	either online (as per example below) or adapted for onsite
Duration:	1 day
No. of participants:	8-25

Agenda for the day itself:

Check-in
A first approach to feedback
How can we provide feedback?
Johari-Window & COIN method
Feedback in practice (role play, 2 rounds)
Role of Resistance
How can we receive feedback?
What are other opportunities to give feedback?
Feedback at our company
Recap & transfer
Check-out: Five Finger Feedback

Participants will receive a PDF package with all the content drawn from Mural incl. the Mural link for future access.

The following pages show the more detailed session plan.

Two quotes to remember:

One, 'A plan that cannot be changed is bad.' ~ Publilius Syrus

Two, 'Plans are nothing, planning is everything.' ~ Dwight D. Eisenhower

Sample Session - Feedback



1 day training
mixed groups
virtual

TIME	NAME	DESCRIPTION	ADDITIONAL INFO
00:00 0	Pre-Work / Come prepared to the Training		
00:00 0	Introductions / Agenda / Rules of Engagement	<p>Introduction Susanne</p> <p>Agenda:</p> <p>Check-in A first approach to feedback How can we provide feedback? Johari-Window & COIN method Feedback in practice (role play, 2 rounds) Resistance How can we receive feedback? What are other opportunities to give feedback? Feedback at our company Recap & transfer Check-out: Five Finger Feedback</p> <p>Rules of Engagement:</p> <p>Listen to understand. Share to learn. Be present. Be there for each other. Las Vegas rule. Be mindful of your own energy. We are all learners. We are all teachers.</p> <p>Depending on group size: split the above to before and after the check-in.</p>	<p>Objective:</p> <p>Getting to know trainer Know what to expect Agree on how to collaborate in a virtual setting</p>
00:00 0	Check-in	<p>Who am I (name & role)? What is not written in my CV?</p>	<p>Objective:</p> <p>Getting to know who else is in the room. Create bonding and a first gel of the group. Open up and be willing to share.</p>
00:00 0	Your wishes / Training Success	<p>If this training was a success for me, what will have happened? Think & Write Share in plenary or pick up by Susanne (depending on number of Pax)</p>	<p>Objective:</p> <p>Introduce Mural as digital whiteboard, how to navigate and how to use. For each participant: Focus on their desired outcome and learning. Get them to practice with first step on their wishes. Understand their desired focus areas for the day.</p>
00:00 0	Approaching the topic	<p>What has been my best experience with feedback so far - and why? What has been a very poor experience with feedback - and why? What does feedback mean to us? Small groups Plenary: share back from 1 group with others chiming in.</p>	<p>Objective:</p> <p>Getting to know the topic. Sharing experiences with others. We are all in this together, and yet we all may have different experiences as well. We already have a good knowledge of feedback (i.e. "We are all teachers; we are all learners")</p>
00:00 0	Break		
00:00 0	Feedback versus Feedback	<p>Do we want to kick and push? Do we want to nourish?</p>	<p>Objective:</p> <p>Remember the importance of nourishing someone and helping them grow through easy comparison. Use Pictures and words that stick.</p>

TIME	NAME	DESCRIPTION	ADDITIONAL INFO
00:00 0	Feedback: What I notice and see	<p>What I notice and see... (what is visible without assumptions or interpretations)</p> <p>What I react to and interpret...and make my own world (it's all in my head)</p> <p>I am OK - you are OK</p> <p>constructive feedback only possible if I am Ok & You are OK</p> <p>Every action has a positive intention</p>	<p>Objective:</p> <p>Perception equals reality: Every human being constructs their own reality on the basis of their individual perception.</p> <p>Learning: The attitude determines the perception.</p> <p>Learning: Perception is selective and subjective.</p>
00:00 0	Elephant & Rider	<p>Short video of model.</p> <p>Brief input.</p> <p>Get group to reflect in pairs on some of their elephants and riders when it comes to feedback.</p>	<p>Objective:</p> <p>Understanding the model.</p> <p>Being able to relate to fast and slow thinking, feeling and the rational side.</p> <p>Share both sides and perspectives with each other.</p>
00:00 0	Purpose of feedback	<p>Why is feedback important for:</p> <ul style="list-style-type: none"> each team member as the one giving feedback each team member as the one receiving feedback for the team / team culture <p>Small groups</p> <p>Share back in plenary</p>	<p>Objective:</p> <p>Making participants aware of the different roles within feedback</p> <p>Learning of the reason for feedback for the company and team.</p> <p>Understanding we are never only in one role but always have various roles to fill.</p>
00:00 0	Break		
00:00 0	Johari-Window	<p>Step 1: Choose 5 adjectives from the list that best describe yourself.</p> <p>Step 2: Choose 5 adjectives from the list that you think will best describe your partner.</p> <p>Step 3: Share what you have picked for yourself and why, and what you have picked for your partner, and why.</p> <p>In pairs</p> <p>Reflect on some questions that are given to the group.</p>	<p>Objective:</p> <p>Reminder to not be judgmental.</p> <p>To help uncover areas that are not visible to us.</p> <p>Understand the Johari and how they can apply it in brief (as here) or in full (as in the longer exercise)</p>
00:00 0	Giving Feedback / COIN method	<p>Ask for permission to give feedback</p> <p>Context</p> <p>Observation</p> <p>Impact</p> <p>Next steps</p>	<p>Objective:</p> <p>Learn the COIN Conversation Model which provides a structured approach to giving feedback in a constructive, non-confrontational manner.</p> <p>Understand the Dos and Don'ts</p>
00:00 0	Practice: Giving Feedback	<p>In groups of 3:</p> <p>Pick scenario or choose your own example.</p> <p>Person A gives feedback. Person B responds. Person C observes.</p> <p>Practice. Switch roles.</p> <p>In Plenary:</p> <p>Let's share a few examples.</p>	<p>Objective:</p> <p>Gain further insights into pitfalls and best practices.</p> <p>Learn to apply method.</p>
00:00 0	Giving Feedback / 7 Steps & Pitfalls	<p>Collect pitfalls from exercise above.</p> <p>Outline 7 Steps for Role of Feedback Giver</p>	<p>Objective:</p> <p>Understand the role of the feedback giver better.</p> <p>Be equipped to better give feedback by reflecting on their practice experience and by pointing out possible pitfalls.</p> <p>Summarize learnings from the morning.</p>
00:00 0	Lunch		<p>The above account for approx. 4 hours.</p> <p>Here we could also split the full day in 2 half days.</p>
00:00 0	Brief Energizer		
00:00 0	Receiving Feedback / Resistance - The 3 Ps	<p>The PERSON Giving the Message</p> <p>PERSONAL Feelings</p> <p>The PACKAGING of the Message</p>	<p>Objective:</p> <p>Understanding that especially the Feedback receiver can experience quite a bit of a resistance.</p> <p>Understand the three types of resistance</p>

TIME	NAME	DESCRIPTION	ADDITIONAL INFO
		<p>Brief Intro</p> <p>Small groups to reflect</p> <ul style="list-style-type: none"> When have you last been in resistance to a feedback received, and why? What made it difficult for you? What did you do or what happened? <p>Plenary: Share back insights</p>	<p>Understanding how to challenge each when receiving the feedback.</p>
00:00 0	Receiving Feedback / 7 Steps	<ul style="list-style-type: none"> Allow yourself time Appreciate Ask questions Summarize Consider actions Obtain further feedback, if necessary Seek a second and/or third conversation 	<p>Objective:</p> <p>Understand the role of the feedback receiver better.</p> <p>Be equipped to better respond to feedback.</p> <p>Take active part in feedback conversation.</p>
00:00 0	Practice: Giving & Receiving Feedback	<p>Remember: COIN</p> <p>Remember: Receiving Feedback</p> <p>Remember: Resistance & Elephant</p> <p>In trios. Bring in your examples or take one from the Mural.</p> <p>Share insights in plenary.</p>	<p>Objective:</p> <p>Apply what you have learned so far.</p>
00:00 0	Break		
00:00 0	Feedback at XX Company	<p>Where and How can you give feedback?</p> <p>What are best practices that work well for you?</p> <p>What are the benefits of the official and formalized feedback sessions as part of an annual review? What are the benefits of frequent sessions?</p> <p>What is the structure you provide for team members?</p> <p>Collect in small groups and come back.</p> <p>Share in plenary.</p>	<p>Objective:</p> <p>Bring learning back to own reality.</p> <p>Share experiences and understand how others see feedback culture.</p> <p>Build network</p>
00:00 0	Recap & Transfer	<p>Recap of contents by trainer</p> <p>Self-reflection: Learning Tracker - fill in</p> <p>Share with a buddy. Agree on when you will e-meet to follow-up.</p> <p>Make a contract. How does the contract look like?</p> <p>Be accountable to the whole group: Share your contract.</p>	<p>Objective:</p> <p>Repeat content from the training day.</p> <p>Allow for self-reflection and accountability</p> <p>Create accountability through buddy system and the whole group.</p>
00:00 0	Check-out	<p>Five Finger Feedback</p>	<p>Objective:</p> <p>Create sense of closure.</p> <p>Get insights again on the emotional part of the brain (elephant) versus the rational (rider).</p> <p>Get feedback on how they liked the session and what to focus on and improve next.</p> <p>Shared understanding of how they will make use of their learnings for themselves, and for their teams.</p>
00:00 0	Post-Work / Sustain-Phase	<p>Send documentation to participants.</p> <p>Depending on next steps to sustain training: Follow-up with exercise, article, podcast, video</p> <p>Potentially meet again for touchpoint, check-in, new learnings or for retro</p>	<p>Objective:</p> <p>Alignment with HR on next steps and any other needs.</p> <p>Bridge to next session so that this is not a stand-alone. How will this training be more sustainable?</p> <p>Provide documentation for their own reminders and ongoing learning.</p>
00:00			

TOTAL LENGTH: 0m