

FEEDBACK example

Think of a realistic scenario where you would need to give feedback to someone on an issue of harmful behaviour. Choose a scenario that is recent, real, likely, and/or possible.

Instruction		E.g.
"I" statements	1. Say how you feel NOT "You make me feel!"	I am concerned at a report I've received... I'm disappointed to hear that... I felt a bit alarmed... I feel uncomfortable about... ...and I want to hear your side of the story...
	Describe the visible behaviour that resulted in your feelings	Last Tuesday...
	Say what it is about the behaviour that made you feel this way	This means that... If this is true, these are harmful words; they could be in breach of policy, and maybe even against the law.
	Acknowledge how your own behaviour may have contributed	I know I've been busy and haven't been there much to observe and support class interactions... I haven't said anything before because I know you mean well and just want us to have a laugh... I admit I've hoped this would just stop by itself, yet I'm now aware it's my legal responsibility as an educator...
	Say what needs to happen in the future	Everyone has the right to an education setting free from harmful behaviour. We all want to feel safe in a learning environment.
2.	Ask a question to allow them to share	What can you tell me about this? What happened from your point of view?
3.	Keep them on track	Thanks, I've made a note of those other issues. Let's get back to this one for now...
4.	Ask questions to plan next steps	How well do you know the policy? Looking back, what could you have done differently? What will you do differently in the future? How will you remember? What can I do to help? If this happens again, let's bring in a counsellor for advice, ok? Let's meet again in two weeks to check how you're going. How about we keep this conversation confidential?