



Outcomes

By the end of this session you will have:

- A] A clear idea of what constructive feedback is and why it is important
- B] Explored the difference between constructive feedback and criticism
- C] Been involved in providing Somerset Skills and Learning with feedback to effect POSITIVE change!



The 3 focus areas of effective feedback:

- The behaviour: What the employee did and how they did it.
- The outcome: What resulted from the employee's behaviour and how it impacted the team and the company.
- The next steps: How to maintain positive outcomes, improve average outcomes, or work to solve negative ones.

Activity 2:

How could this feedback be improved?

- 1] I didn't like the way you spoke to that customer
- 2] You're always late to work
- 3] This new phone just looks rubbish
- 4] You're slow at getting assignments done