**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*