Giving And Receiving Feedback

Read the quotation and answer the questions. Give reasons for your answers.

> *"People ask you for criticism,*
> *but they only want praise."*
> W. Somerset Maugham, English playwright

- What does it mean to you?
- Do you agree?

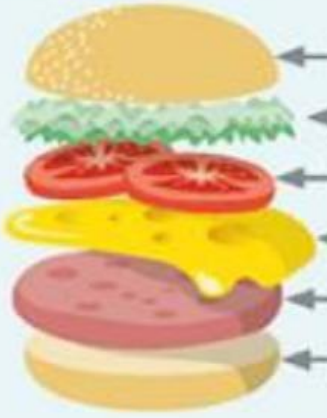
Discuss the questions. Give reasons for your answers.

- What is feedback?
- In which situations might you give and receive feedback?
- When was the last time you gave or received feedback? What happened?

2 How do you usually feel when you receive feedback?

3 What is most difficult for you when you give feedback to others?

B Work in pairs. Look at the diagram and discuss the questions.



1 Begin with some positive feedback.

2 Praise the employee's strong points.

3 Compliment the employee where necessary.

4 Give the corrective feedback.

5 Remind the employee of their strong points.

6 Thank the employee, offer support for the areas for improvement and finish on a positive note.

1 What do you think 'corrective feedback' means?

2 Why are both types of feedback (positive and corrective) so important for a) employees and b) employers?

3 What do you think about this model for giving feedback?

LIVEWORKSHEETS

2A 8.3.1 **Thiago is thinking about his six-month review meeting with Orla. Watch the video and answer the questions.**

1 Why does Thiago seem nervous about his review meeting?
2 Why was Thiago annoyed with Della?
3 What was Della's reason for her actions?

B In pairs, discuss what feedback Thiago might receive, based on the three flashback scenes.

Video A 8.3.2 **3A Watch Video A and answer the questions.**



1 What does Thiago think about his performance during the first six months?
2 Note down three positive things that Orla says about Thiago.
3 Thiago is usually good with people. What example of this does Orla give?

B In pairs, discuss the questions.

1 What type of feedback does Orla start with?
2 What does Orla do at the beginning of the meeting?
3 Which parts of the diagram in Exercise 1B does Orla use to give the feedback?

LIVEWORKSHEETS

4A **Watch Video B. Tick (✓) the points Orla wants Thiago to improve.**

1 his admin skills ☐
2 his management skills ☐
3 his relationship with colleagues ☐
4 his report-writing skills ☐
5 his time-management skills ☐

B **In pairs, discuss the questions.**

1 After giving feedback about each point in Exercise 4A, what does Orla do?
2 After talking about Della, what does Orla ask Thiago to do?
3 Does Thiago respond positively or negatively to the corrective feedback?

5 8.3.4 **Watch the Conclusions section of the video and note the four points the speaker mentions about giving and receiving corrective feedback.**

6 **Think about how good you are at giving and receiving positive and corrective feedback. In pairs, discuss how you could improve your skills.**

LIVEWORKSHEETS

Giving and receiving feedback

7 **Complete the expressions for giving feedback using the words in the box.**

could improve	for improvement	great with	have	~~pleased with~~	were

1 We're _pleased with_ your progress.
2 You're _____ technology.
3 You _____ very supportive.
4 You _____ an excellent sense of humour.
5 There are a couple of areas _____ .
6 We think you _____ your admin skills.

8A **Match the expressions (1–4) with the correct heading (a–d).**

1 Is that OK with you?
2 The reason we're concerned is ...
3 However, I have to point out some areas for development.
4 Would that be a fair assessment?

a Preparing someone for the feedback
b Asking for consent (agreement)
c Giving clarification
d Encouraging self-assessment

B **Match the expressions in the box with the correct heading (a–d) in Exercise 8A.**

A good example of that was ...	How did you feel it went?	We're worried because ...
Let me explain the process.	Let me explain why we're concerned.	How about that?
One example of this is ...	What are your thoughts?	What do you think about ... ?
We'll start with the positive feedback, then we'll move on to areas for improvement.		

C **Put the words in the correct order. Which expressions could you use to respond to positive feedback or corrective feedback or both? Write P (*positive*), C (*corrective*) or B (*both*) for each one.**

1 appreciate / comments / I / thanks / your *I appreciate your comments, thanks. B*
2 mostly / assessment / agree with / I / your
3 but ... / interesting / an / that's / idea
4 to try / in the future / I'd like / and do that
5 for me / this is / I accept that / a problem / sometimes
6 glad / that / to hear / I'm /
7 helpful / very / your feedback / thank you / is
8 to / good / that's / know

LIVEWORKSHEETS

Below are different pieces of feedback. Match each with the correct workplace situation.

Feedback:

1. "Your attention to detail is impressive, but we need to speed up the process."
2. "I appreciate the effort, but the report could have been more thorough."
3. "You did an excellent job handling the client complaint. Well done!"
4. "Next time, it might be helpful to involve the whole team in the decision-making process."

Situations:

a. A colleague successfully resolved a customer issue.
b. A report lacked some important information.
c. A team member is working well but at a slow pace.
d. A decision was made without team consultation.

Look at the following feedback sentences. Correct them to make the feedback more polite and professional.

1. You didn't do the report correctly.
   - **Better:**
2. Your presentation was bad.
   - **Better:**
3. You never finish your tasks on time.
   - **Better:**
4. Your idea was perfect, but you spoke too quickly.
   - **Better:**

LIVEWORKSHEETS

HW

The following feedback examples are either too harsh or too vague. Rewrite them to make them more constructive and clear.

1. "Your performance was bad last quarter."
   - **Better:**
2. "You're always late, and it's frustrating."
   - **Better:**
3. "Good job on the presentation."
   - **Better:**
4. "You need to improve your communication skills."
   - **Better:**

A **Work in pairs. Student A: Look at page 141; Student B: Look at page 139. Read the information about your partner and prepare for their feedback meeting.**

B **When giving feedback, remember to follow these steps:**

1 Prepare the listener for feedback.
2 Ask the listener for consent (agreement).
3 Give clarification.
4 Encourage the listener to carry out a self-assessment.

C **How easy or difficult was it to give and receive feedback in English?**



Student A

	Employee feedback – Notes
Job title	Personal Assistant
Positive	a good team player, enthusiastic, _____ (add another quality), _____ (add another quality)
Corrective	seems negative in some emails, problems with time management, doesn't update online diary
Examples	final report and official correspondence, arrived late three times in last two weeks

LIVEWORKSHEETS

Student B

	Employee feedback – Notes
Job title	Marketing Manager
Positive	calm, positive, _____ (add another quality), _____ (add another quality)
Corrective	problems with time management, sometimes says negative things about junior staff members, can sound rude on the telephone
Examples	missed a deadline for the marketing report for AGM, there has been a complaint from a marketing intern

Imagine you are a manager. Write feedback for your team member in the following situations:

1. Your team member missed a deadline, but they usually complete their tasks on time.
   -
2. Your team member gave an excellent presentation, but there were a few mistakes in the data.
   -

Situation: Your colleague often finishes tasks early but doesn't check their work for mistakes.

-

Situation: Your team member contributed great ideas to a project, but didn't follow the timeline.

-

Situation: A team member didn't participate much in meetings, but their individual work was excellent.

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HW

Write a short response to the following questions, then share your thoughts with a partner.

1. Why is it important to give both positive and constructive feedback in the workplace?
2. How can receiving feedback help you improve your performance?
3. What strategies can you use to respond to negative feedback professionally?

LIVEWORKSHEETS