L03: Feedback

“Examine what is said and not who speaks.” (African proverb)

This session provides basic knowledge about different approaches of giving and receiving feedback in learning processes in higher education institutions.

Things we cover in this session

- Different forms of feedback
- Planning and giving effective feedback
- Receiving and considering feedback
- Improving feedback skills
- Difficult feedback situations

Things you need for this session

- W03-1: Giving and receiving feedback
- W03-2: "Sandwich-Feedback"

Things to take home from this session

- At the end of this session you should be able to define the term “feedback”
- know principles of giving feedback
- use feedback for your learning process
- recognize difficult feedback situations
- provide feedback that the learners can act on

Giving and receiving feedback

Feedback is part of our everyday life. We receive feedback from different people every day, which we need to deal with. Even responding to a smile from an unknown person in public space is a form of feedback that we give. This kind of everyday feedback is usually not very specific but of a general social kind.

In learning processes at higher education institutions feedback must be specific. It must be given in a supportive way and at the right time.

On the other hand, feedback must be received in a reflexive manner. Examine what is said. Therefore, an important aspect is that you should not be afraid to ask questions when you do not understand the information of the feedback. Ask questions to clarify your understanding of the details of the feedback.

Altogether the most important thing about feedback is to promote insight and reflection. Thus, feedback can make an importance difference between success and failure in learning processes.

Therefore, there are some guidelines how to give and receive feedback. Let’s have a look and go to the worksheets!

Hungry Minds

If you are interested in learning more about the topic of feedback in higher education institutions, you should visit these additional knowledge sources:

Giving and Receiving Feedback

Feedback and Assessment

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