

Feedback is Fuel

Blended Training Toolkit for L&D/HR Professionals

This toolkit includes discussion questions, activities and other material which can be used in an optional 1-2 hour LIVE training session following the Feedback is Fuel online training on Udemy.

Toolkit Content:

- Training objectives
- Lesson plan
- Setup checklist
- Reflection
- Activity #1
- Activity #2
- Activity #3
- Training evaluation template

Training Objectives

- ❖ Develop a growth mindset associated with giving and receiving feedback
- ❖ Reduce the fear and anxiety associated with giving and receiving feedback
- ❖ Establish a framework for giving all kinds of feedback (SBI Model)
- ❖ Identify WHERE, WHEN and HOW to give feedback

Additional LIVE session objectives:

- ❖ Opportunity to discuss individual experiences, questions or concerns around giving (difficult) feedback.
- ❖ Practice giving and receiving feedback.
- ❖ Emerge with concrete ideas how to establish a better company feedback culture .

Lesson Plan

5 minutes	Welcome	Welcome participants to the LIVE part of the Feedback is Fuel training. Inform them about the goals of the blended program.
10 minutes	Reflection	Participants reflect on the online course by sharing their favorite aha-moment of course.
30 minutes	Activity #1	Participants practice on and discuss anonymized feedback challenges that the participants are having.
15 minutes	Activity #2: Say "Thank you"	Participants practice receiving feedback without being defensive, or providing explanations.
15 minutes	Break	-
30 minutes	Activity #3: A better company feedback culture	Participants brainstorm and present ideas around establishing a regular and more positive feedback culture at the company.
15 minutes	Questions & Goodbye	Ask about any open questions. Inform them about next steps or related initiatives (e.g. office hours for individual consulting on feedback issues)
Total: 2 hours		

Setup Checklist

15-25 Participants (*Denotes one required for each participant)

Catering:

- ☐ Snacks
- ☐ Coffee, tea and beverages (optional)

Room Setup:

- ☐ Angled pods of four or five
- ☐ Tent Cards with participant names

Supplies:

- ☐ *Pens
- ☐ *Markers (Dark Colors Only)
- ☐ *Notepads
- ☐ “Feedback challenge” collection box
- ☐ Flip Chart Paper

Course Evaluation:

- ☐ *Printed course evaluation sheets

Reflection

Format: Whole group, each participant raises hand and shares.

Time: 10 minutes

Purpose of reflection: Activate prior knowledge and get participants into right mindset

Instructions:

“Think about your favorite aha-moment from the Feedback is Fuel online course? What did you learn that surprised you? What really stuck with you?”

Activity #1

Format: Whole group, participants volunteer to role play

Time: 30 minutes

Equipment needed: Anonymized feedback challenges that participants bring, collection box

Purpose of discussion: Practice giving feedback and discuss individual experiences, questions or concerns around giving (difficult) feedback.

Instructions:

Pre session:

“Write down an **anonymized** feedback challenge you are having and bring it to the session.”

In session:

The facilitator collects all feedback challenges at the beginning of the session and puts them into a collection box. The facilitator can also add additional, common challenges. Two participants volunteer to role play, one as the feedback receiver, one as the feedback giver. The facilitator reads the challenge out loud and the participants act it out following best practices. The particular challenge and concerns with it are then discussed with the full group.

Activity #2: Say “Thank you”

Format: Partner activity, 2 people.

Time: 10 minutes + 5 minutes discussion

Equipment needed: None

Purpose of activity: Practice receiving feedback without being defensive, or providing explanations.

Instructions:

“Get together with your partner. Partner 1 describes a problem or situation they would like feedback on. Partner 2 shares ideas or provides feedback following SBI. Partner 1 is only allowed to say thank you and nothing else.”

Activity #3: A better company feedback culture

Format: Group work, 3-5 people.

Time: 15-20 minutes + 15 minutes poster presentation & discussion

Equipment needed: Flip chart paper, markers

Purpose of activity: Establish a regular and more positive feedback culture at your company.

Instructions:

“In your group, think about what we can do

- Individually
- On a team-level
- On a company-level

to get a regular and more effective feedback loop. Think about habits or processes that can be built up, or tools that might be helpful to establish a better and regular feedback culture. Write up your ideas on a poster which you'll present to the full group.”

Feedback is Fuel LIVE Training Evaluation

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Additional Comments