Narrator: It's almost the end of Mary’s first term at the University of Studies. She has settled in well and made some new friends but today is the day to find out how well her studying is going when she gets some feedback from Professor.

Professor: Hello Mary, take a seat, I mean sit down. Let's review your progress this term. How has it been?

Mary: I think it's been…

Sharon: Sorry to interrupt. There’s your tea, biscuits, I got you those chocolate ones you like and the files you asked for and I got those tickets for the show tonight, OK?

Professor: Err, thank you, Sharon. Could you file those away from me please?

Sharon: Right.

Professor: Now, where was I? Yes, your term so far, how has it been?

Mary: Well, very good, I think. I was a little homesick but everyone has been so supportive, especially Sharon.

Professor: Oh, yes, I concur. She’s a real brick. That’s good to hear. I know you’ve had to adapt to our strange British ways and that might explain some of these notes I have written about you. Work, average, needs to work on expressing more clearly. I’m a bit concerned about your progress, may be a bit wet behind the ears. Goodness, did I really write this?

Narrator: I beg to differ Mary. I mean I don't agree. He can't be talking about you. I think you need to offer some feedback on his feedback and get him to see eye-to-eye with you.

Mary: I can't do that, he’s the Professor.

Narrator: He may be in charge, but he isn't always right. You're entitled to say “I find your comments a bit harsh” or “I think I have put in 100 percent effort this term” and “What evidence do you have for your feedback”. Try that and make it clear you think he is wrong, but be polite.

Mary: It won't be easy, but I’ll try. Professor, I like you.

Professor: Oh, thank you.

Mary: I mean you're a good teacher and have been very helpful. As you know I feel I have put in 100 percent effort this term.

Professor: I couldn't agree more.

Mary: So I think your comments a bit harsh and a little unfair. I mean what evidence do you have for your feedback?

Professor: Well, let's look at the mark for your assignment, shall we? It says D minus. Hmm, is that right?

Mary: D minus? No, it can't be. I worked so hard.

Sharon: Sorry, more biscuits. What's going on and why is Mary crying? Robert, what have you done? Come on Mary, I’ll make you a nice cup of tea.

Narrator: Oh dear, this feedback session hasn't gone to plan. Giving feedback is supposed to be a positive and useful experience but Professor seems to have gone too far by using these phrases. But Mary stood her ground by using these phrases.

Sharon: That’s your tea dear. I know Robert, I mean Professor had a late night last night, maybe he got confused? Can you not just agree to disagree? Now let's have a look at these files, oh dear.

Mary: What is it, Sharon?

Sharon: I seem to have given him the wrong file. He was reading the comments he had written for Daniel Smythe. Ooops.

Daniel: Hello, you two. Time for my feedback session with the old Professor. Can't wait to hear all the great things he has got to say about me. It's been such a brilliant term.

Sharon: You'd better go in.