

UNIVERSITY OF DAR ES SALAAM



INSTITUTE OF COMMUNICATION SKILLS

NAME OF COURSE: COMMUNICATION SKILLS FOR ENGINEERS

COURSE CODE: 111

SEMINAR LEADER: MR. MICHAEL MDOE

SEMINAR VENUE: A 108

SEMINAR TIME: 1600HRS TO 1700HRS

GROUPMEMBERS

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1	JAMAL OMARY ALLY	2024-04-00260
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### QUESTION:

What roles does feedback play in the listening process, and how can you provide constructive feedback as a listener?

Feedback is the response or reaction provided by a receiver like listeners, reader, or viewers to a message given by a sender like speakers, presenter and writer. In listening process feedback plays a crucial role such as transforming it from passive activity to an active, engaged interaction. It ensures understandable well, clarification of the meaning and strengthens the relationship between speaker and listeners. Without feedback the speaker may be uncertain whether their message it is taken well and be understandable clearly, and this can cause to misunderstandings and breakdown of communication. So, feedback play a lot of roles in listening process and the following are the role of feedback in listening process.

**Confirmation of understanding:** Feedback always act as a signal to the speaker or sender that the receiver is paying attention and understanding the message. This can be verbal (“we are together or I understand “, “that make sense”) or can be nonverbal (nodding, eye-contact). For-example, feedback in education (Teacher and student) especially in positive feedback. Teacher says, “Your written essay is good and you made a strong argument. I especially loved the way how you have been connecting the theory with the real-world examples”. Hence, through feedback teacher can confirm that the student is understanding well about assignment that was provided to them. So, confirmation of understanding is the among of the roles that played by feedback in listening process.

**Encourages engagement and interaction between the two communicating parties:** This engagement and interaction helps to identify miscommunications and clarify understanding, hence making the communication more effective. In the research by Judi Brownell on effective listening, The HURIER Model of Listening (1996), she argues that effective feedback demonstrates involvement and attentiveness, which actively engages the speaker and the listener. In her report she says,” By providing thoughtful responses whether verbal (example, asking questions or paraphrasing) or non-verbal (example, nodding or maintaining eye contact) listeners convey that they value and understand the speaker’s message. This feedback loop encourages deeper dialogue and builds trust between communications”. A good example on the role of feedback on encouraging engagement is demonstrated when a doctor listens to the patient’s symptoms and replies,” Thank you for sharing that. Can you tell me more about when the symptoms started?” This response

encourages the patient to engage more with the doctor by sharing more information while also giving the doctor a deeper understanding of the disease.

**Enhance learning and improvement:** Effective feedback provide learner with valuable information about their performance, highlighting strength and weakness, and encourage growth and adjusting the strategies. Effective feedback not only fosters a growth mindset but also encourages continuous learning ad improvement by providing a road map of achieving higher levels of performance (Hattie & Timperley, 2007). Example in CL111 seminar on Friday at COET A108 at university of Dar-es-salaam, the seminar leader Mr. Mdoe used to provide constructive feedback verbally to group number 5 presenter on what they presented, this feedback provided by Mr. Mdoe help to improve writing skills and skill of understanding the question.

**It provides motivation to speaker:** Feedback play crucial role in raising motivation to the speaker by boosting their confidence, validates their efforts, and encourages them to increase engagement, enthusiasm, and a willingness. “Feedback act as potent reinforcer, boost self-esteem and fostering intrinsic motivation” (Rayan & Deci 2000). Example in seminar sessions DS 112 held on 18<sup>th</sup> Friday at the seminar room SR14 at university of Dar-es-salaam, Mr. Adolf Tweve congratulate one of the group due to better presentation that they did, this raised feeling of motivation and improvement, and encourage them to have more preparation in the next presentation.

Thus, to for one to provide a constructive-feedback as a listener, one needs to employ some of the following strategies.

**Acknowledge and validate the speaker’s perspective:** Active listening involves recognizing and validating the speaker’s feelings and viewpoints before offering feedback. This approach not only fosters a supportive environment but also encourages open communication. For-example, if a colleague expresses frustration about a project’s direction, you might respond by saying,” I can see that you are feeling overwhelmed with the project’s demands. It is understandable given the tight deadlines we have been facing”. This acknowledgement shows that you are actively listening and valuing the emotions, which can make them more receptive to any constructive feedback you may offer later. By validating their feelings, you create a safe place for dialogue, allowing for a more productive exchange of ideas.

**Practice active engagement (active listening approach);** Active listening involves focusing on the speaker, avoiding interruptions and demonstrating interests through verbal and non-verbal cues (Rogers & Farson, 1987). This approach is crucial since feedback is only

effective if it is based on accurate understanding of the message that is being conveyed. One can demonstrate active listening by use of non-verbal cues such as maintaining eye contact, nodding and leaning slightly forward to show interest and attentiveness, these encourages the speaker to continue sharing and foster a sense of trust and openness. But also, verbal cues such as asking clarifying questions and paraphrasing or summarizing the speaker's content may be used to provide constructive feedback. These questions may include "can you elaborate more?" shows to the listener that his/her points are taken seriously and listened to. A good example of this is the 2019 Dodoma regional stake holder dialogue on education where Joyce Ndalichako who was then Tanzania's Minister of education, Science and technology demonstrated this by paraphrasing the concerns of the participants, specifically one headmaster who expressed his frustration about lack of teaching resources in rural schools. The video can be found in

[https://youtu.be/Wr2SJAVVUVA?si=MqsKMKbljq8\\_09nK](https://youtu.be/Wr2SJAVVUVA?si=MqsKMKbljq8_09nK)

**Using positive reinforcement:** It involves highlight the strengths of the speaker's message or approach before approaching the areas that need improvement. Golemn (1995) emphasizes that positive reinforcement boosts the speaker's confidence, encouraging them to remain open to feedback and to continue to communicate effectively. While doing this it is important to be genuine and specific, that is, avoid biasism and generic praise such as "good job" since they have less impact on the speaker compared to specific praises which ensures that the speaker understands what aspects of their communication were effective and helps Them build on their strengthens for future conversations. It is also crucial to balance praise with constructive suggestions which will help the speaker work on their weaknesses also, thus making it a constructive-feedback. An example of this is when Professor Mahundi asked a question about the error in the code he wrote during his c programming lecture, and when a student responded, he did not say that the student was wrong but acknowledged his effort by using "you were almost there but you need to try harder and be more specific" which encouraged the student to try again thus showing constructive feedback.

In conclusion, active listening fosters mutual understanding and encourages growth thus, during providing a constructive feedback active listening is inevitable since it provides an environment in which there is flourishing of ideas. Thus, feedback has many roles such as validating the speaker's message and understanding it, encouraging continued conversation and demonstrating active engagement. By mastering the art of providing effective feedback listeners can enhance communication and create supportive environment for sharing ideas and thoughts.

## REFERENCES:

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2. Golemn, D. (1995). *Emotional intelligence: Why it can matter more than IQ*. Bantam Books
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6. Brownell, J. (1996), *The HURIER Model of Listening*. Taylor & Francis Publisher.