

**OVERALL DECISION: COMPETENT**

**Well done!**

**Assessment 10 Constructive Feedback**

**Constructive Feedback Techniques (115431)**

*Hello and welcome to the assessment. Here you’ll prove to the world just how much you know and understand about what you’ve just learnt in the learner guides. This is an important part of your time at Umuzi because once this is done, you’ll be certified! So please, take this time to learn everything you can! Take a look at some pointers below with regard to answering the questions…*

* *Be specific*
* *Write professionally - no shorthand!*
* *Your answers must be original and come from your brain and your brain only.*
* *No copy/paste tricks! Our markers have seen it all and will know if you’re taking shortcuts.*
* *Remember, sloppy or poor work will be sent back to you to do again, so do it properly the first time and you’ll be done in no time.*
* *Ask for help at any time. Ask your friends, a manager, anybody!!*
* *Don’t skip any questions! You must do them all!*
* *You’ll see two boxes after each question - one for your answer and one for the marker’s comments. DO NOT delete the marker’s comments if you are required to resubmit your work after the first attempt. Should you have to do it again you will see a new box* ***under*** *the marker’s comments, so fill that one out in* ***BLUE****. Remember!! It’s not the end of the world if you have to resubmit. You’re here to learn, so don’t beat yourself up if you don’t get it right on the first go. Obviously, try your best to get it right on the first attempt, but if not, you have another chance to do it properly!*

*Ok, and that’s that! Time to get to it! Good luck, have fun and enjoy! :)*

**Enter your name and surname below**

|  |
| --- |
| **Sinethemba** |
| **Zulu** |

**1.** **When should you provide constructive feedback? (5 SO:1 AC:1-5)**

**Your answer below**

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| **Constructive feedback should be provided when :**  **i)There is an ongoing performance discussions✓**  **ii) we need Provide specific performance pointers✓**  **ii) we need to Let someone know the consequences of their behavior✓**  **iv)Someone asks for your opinion about how they are doing✓** |

**Marker’s Comments**

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| --- |
| **Correct** |

**2. Describe three ways to make feedback constructive (6 SO:1 AC:1-5)**

**Your answer below**

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| --- |
| i)**Focus on description rather than judgement. ✓**  Describing represents the report what has occured not judging by looking whether its bad or good, nice or not nice and right or wrong**✓**  ii)**Focus on behavior rather than the person✓**  Focuses on what the person does rather than how you know that particular individua**l✓**  iii)**Provide a balance of positive and negative feedback✓**  When giving feedback you should look for both negative and positive feedback because focusing one side of feedback can cause a problem to the person you giving feedback, they don't know whether He/she supposed to improve or change. **✓** |

**Marker’s Comments**

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| --- |
| **Correct** |

**3. Describe why you should make feedback clear and specific (4 SO:2 AC:1-5)**

**Your answer below**

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| Giving clear and specific feedback is very important because it provides the recipient with specific actions to improve their performance. It must also be delivered in such a way that the recipient does not feel threatened or insulted by the information. **✓** |
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**Marker’s Comments**

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| --- |
| **Correct** |

**4. Describe how you should respond constructively to feedback (6 SO:3 AC:1-5)**

**Your answer below**

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| I can respond constructively to feedback by:  i)Accept and Manage Your Emotions**✓**  Trying to control my emotions before I respond. **✓**  ii)Reflect on the Feedback**✓**  By taking time to think about / analyse feedback and find what it means to me. **✓** |

**Marker’s Comments**

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| --- |
| **Correct** |