

# Feedback Givers

🔦 Business English

🔦 Duration: 1 hour

🔦 B2 Level

🔦 Group lesson

🔦 Age: adults

🔦 Lesson goals

Students can formulate and provide clear feedback;

Students can show sensitivity to different perspectives in guiding a group, acknowledging contributions and formulating any reservations, disagreements or criticisms in such a way as to avoid or minimise any offence during a business conversation.

1

## Warm-up

**Exercise 1: In pairs, brainstorm life situations in which people receive feedback. Write your suggestions on the (online) board.**

What do you think are the benefits of receiving feedback?

How do people benefit from giving feedback?



2

## Reading

**Exercise 2: Read this text and fill in the gaps with these types of feedback givers:**

The Collaborator

The Coach

The Evaluator

The Cheerleader

The Critic

### Types of Feedback Givers

Feedback is an essential component of personal and professional growth. It helps us to understand our strengths and weaknesses and improve our performance. However, not all feedback is created equal. In fact, there are different types of feedback givers, each with their own unique style and approach.

(1)

\_\_\_\_\_ is quick to point out flaws and mistakes, often without offering any **constructive feedback**. While they may have good intentions, their approach can be demotivating and discouraging. \_\_\_\_\_ needs to learn to balance their feedback with **positive reinforcement** and **offer specific suggestions** for improvement.

(2)

On the other end of the spectrum, we have \_\_\_\_\_. This person is always positive and supportive, often to the point of being unrealistic. While it's great to **have someone in your corner**, \_\_\_\_\_ needs to learn to balance their enthusiasm with honest feedback. Without constructive criticism, we cannot grow and develop.

(3)

\_\_\_\_\_ is the feedback giver who takes a more structured approach. They provide clear and specific feedback, often using models and frameworks to help you understand how to improve. They are focused on your development and will work with you to set goals and create action plans. \_\_\_\_\_ may also use questioning techniques to help you reflect on your performance and **identify areas for improvement**.

(4)

\_\_\_\_\_ is the feedback giver who sees themselves as a partner in your development. They work with you to identify areas for improvement and **come up with solutions** together. They are focused on building a relationship based on trust and **mutual respect**. \_\_\_\_\_ is a great listener and **values your input** and ideas. They are **open to feedback** themselves and see the process **as a two-way street**.

(5)

\_\_\_\_\_ is the feedback giver who is **focused on outcomes**. They measure your performance against predetermined criteria and provide feedback based on this evaluation. They may use **standardized assessments** or **performance metrics** to measure your progress. While this approach can be helpful for identifying strengths and weaknesses, it can also be limiting. \_\_\_\_\_ needs to remember that feedback is not just about outcomes but also about the process of learning and development.

In conclusion, there are different types of feedback givers, each with their own unique style and approach. Understanding these styles can help you to identify the type of feedback you need and how to best receive it. Remember that feedback is an essential component of growth and development, so embrace it and use it to your advantage.

## 3

### Quiz

**Exercise 3: Individually, complete this quiz. Tell your partner about your results. Do you agree?**

**1. When giving feedback, do you tend to focus more on pointing out mistakes or highlighting strengths?**

- Mostly mistakes (-2 points)
- A balance of both (+0 points)
- Mostly strengths (+2 points)

**6. Do you prefer to work collaboratively or independently when giving feedback?**

- Prefer working independently (-1 point)
- Open to both approaches (+1 point)
- Prefer working collaboratively (+2 points)

## 2. How do you usually react when someone disagrees with your feedback?

- Get defensive and argue (-2 points)
- Accept and respect their opinion (+2 points)
- Ask for more information and clarify your feedback (+0 points)

## 3. How often do you provide specific suggestions for improvement when giving feedback?

- Rarely (-2 points)
- Sometimes (+0 points)
- Always (+2 points)

## 4. Do you tend to use questioning techniques when giving feedback?

- Rarely (-1 point)
- Sometimes (+1 point)
- Always (+2 points)

## 5. How do you balance positivity with honesty when giving feedback?

- Mostly positive, sometimes avoid criticism (-1 point)
- A balance of both (+1 point)
- Mostly honest, sometimes blunt (-1 point)

## 7. Do you use any specific models or frameworks when giving feedback?

- No specific models or frameworks (-1 point)
- Sometimes use models or frameworks (+1 point)
- Always use models or frameworks (+2 points)

## 8. How do you measure performance when providing feedback?

- Based on outcomes only (-1 point)
- Based on outcomes and the process of learning and development (+1 point)
- Based on the process of learning and development only (+2 points)

## 9. Do you see yourself as a partner in the development of the person you are giving feedback to?

- No, I see myself as an authority figure (-1 point)
- Yes, I see myself as a partner (+2 points)
- It depends on the situation (+0 points)

## 10. Do you respond better to criticism or positive reinforcement?

- Respond better to criticism (-1 point)
- Respond better to positive reinforcement (+1 point)
- Respond equally well to both (+0 points)

## Results

**If your score is between -10 to -4:** You may have a feedback style similar to that of the critic. The critic tends to point out flaws and mistakes without offering constructive feedback. To improve your feedback style, consider balancing your feedback with positive reinforcement and offering specific suggestions for improvement.

**If your score is between +4 to +10:** You may have a feedback style similar to that of the cheerleader. The cheerleader is always positive and supportive, often to the point of being unrealistic. While it's great to have someone in your corner, the cheerleader needs to learn to balance their enthusiasm with honest feedback. Without constructive criticism, we cannot grow and develop.

**If your score is between -3 to +3:** Your feedback style is adaptable and balanced, similar to that of the coach. The coach provides clear and specific feedback, often using models and frameworks to help you understand how to improve. They are focused on your development and will work with you to set goals and create action plans.

**Which type of feedback giver is your partner? Tell the class about them.**

**4****Vocabulary**

**Exercise 4: Find words and phrases in bold in the article that can be used in these sentences. Each phrase can only be used once.**

1. Communication is \_\_\_\_\_, so both parties need to be willing to listen and share their thoughts.
2. \_\_\_\_\_ is important in any relationship, including between teachers and students.
3. My boss often uses \_\_\_\_\_ to motivate our team.
4. Our manager \_\_\_\_\_ and wants us to suggest ways to make our workplace better.
5. The company uses \_\_\_\_\_ to evaluate employee performance and determine bonuses.
6. We had a problem at work, but our team \_\_\_\_\_ together and solved it.
7. Can you \_\_\_\_\_ for how I can improve my public speaking skills?
8. My manager helped me \_\_\_\_\_ in my work and we discussed ways to make it better.
9. \_\_\_\_\_ are used to measure student progress and determine areas where they need more help.
10. My teacher gave me \_\_\_\_\_ on my writing and I made the necessary changes.
11. I'm \_\_\_\_\_ and want to improve myself, so please let me know if there's anything I can do better.
12. It's always good to \_\_\_\_\_ when you're trying something new.
13. As a company, we are \_\_\_\_\_ and achieving our goals.

**5****Speaking: Role play**

**When you are the presenter:**

**Split into pairs. Come up with a dialogue where one of you would give feedback to “a colleague” in the style assigned by the teacher. Then, role play your dialogue in front of the class. The class should guess the style you have demonstrated.**

**You can use this vocabulary:**

Positive or neutral feedback:

1. Let's review your performance against targets.
2. I appreciate the effort you put into this.
3. Keep up the good work!
4. I believe in you!
5. I think it would be helpful to...
6. One thing to consider is...
7. Let's create an action plan.
8. Can you think of a strategy to improve?
9. I believe there is room for improvement in...
10. Let's work together to find a solution.

Negative feedback:

1. I'm concerned that your work is not up to the standard.
2. Your performance was below average.
3. I'm here to help you...
4. I'm sorry to say that your progress has been slow.
5. We need to work together to ...
6. I'm sorry to say that your performance was disappointing.
7. Based on the evaluation criteria, ...
8. Unfortunately, you did not meet the ...

## When you are a listener:

**After each dialogue, guess the style. Justify your decision by giving examples and reasons. Reflect on the effectiveness of each feedback style.**

## Use this vocabulary:

a two-way street

mutual respect

positive reinforcement

open to feedback

to value input

performance metrics

to come up with solutions

constructive feedback

identify areas for improvement

offer specific suggestions

standardised assessments

have someone in your corner

focused on outcomes



## Correct answers and teaching tips

**Exercise 1: In pairs, brainstorm life situations in which people receive feedback. Write your suggestions on the (online) board.**

Created in the “Lead-in activities” tool

Possible answers: workplace performance review; classroom; sports coaching; customer feedback; relationship communication; parental guidance; therapy etc.

**Exercise 2: Read this text and fill in the gaps with these types of feedback givers:**

Created in the “Create a text” tool

Correct answers: 1 - the critic, 2 - the cheerleader, 3 - the coach, 4 - the collaborator, 5 - the evaluator

**Exercise 3: Individually, complete this quiz. Tell your partner about your results. Do you agree?**

Created in Chat GPT

**Exercise 4: Find words and phrases in bold in the article that can be used in these sentences. Each phrase can only be used once.**

Created in the “Create sentences with your vocabulary” + “Fill in gap” tools

Correct answers:

1. a two-way street
2. mutual respect
3. positive reinforcement
4. values your input
5. performance metrics
6. came up with solutions
7. offer specific suggestions
8. identify areas for improvement
9. standardized assessments
10. constructive feedback
11. open to feedback
12. have someone in your corner
13. focused on outcomes