Title: Feedback vs Judgement

Exercise Code:

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| Modules: | Group size: | Duration: |
| 6. Problem solving strategies | Large group | 60 min |

# Purpose:

# To understand the problem in the more objective way to find a solution

# Description:

# Judgment is a form of generalization that we apply to things, people and behaviours. Judgment is influenced by our experiences and our personal taste and representation of the world learned from our cultural model at multiple levels (macro social, family, friendship, etc.), which is why judgment affects reality and limits our ability of interpretation. Feedback is descriptive, it only takes note of what is observable and it is limited to a report of what was perceived.

# *Example of judgment: that hat is horrible (or beautiful, bizarre, strange);*

# *Example of feedback: the hat is red, has an orange ribbon, and it seems to be made of velvet and it reminds me of the hats the Queen wears.*

# The exercise is done in the following way:

# 5 persons-groups will be formed.

# In turn, each participant will tell the group a story in 5 minutes, something that happened in the past;

# The trainer will check that the schedule is respected;

# When telling the story, other participants listen in silence;

# After 5 minutes each participant will give its feedback to the speaker in the following way:

# The listeners will tell what they perceived / seen / heard (e.g.: I felt joy as you were telling this, I saw that you moved in this way when telling this thing, I heard your voice tremble as you were talking about this, etc.);

# The listeners will NOT give judgment on what has been told and will not interpret facts or circumstances (e.g.: you were nervous when they were telling this thing, you were excited about what has happened, this episode was really funny);

# The one who told the story will listen in silence to participants' feedback without giving any kind of verbal or non-verbal response;

# In turn, all the participants tell a story.

# Material:

# Paper and pen to take note of the feedback.

# Methods:

# Experimental learning, skills training, team building

# Advice for Trainer:

# The trainer ensures that listeners give feedback and will correct when they give a judgment. In addition, the trainer will guide listeners to take note of as many details as possible (voice tone, body movement, eye contact, and so on.)

# Source/Literature:

# Modified and adapted by LiberEta from: Effective Feedback Skills – Tim Russel – 1994

# HBR Guide To Giving Effective Feedback – Harvard Business Review