Course Title: _____ Effective Communication Skills for Supervisors _____

Module Number and Name: _____#8__ Feedback: Giving and Receiving _____

Competency/Outcome/Objective	Assessment Ideas	Absorb	Do	Connect
1. Learners will define feedback.	In journal, learners will articulate their own definitions of feedback.	Read definitions of Feedback from web sources.	In learning journal, learners will articulate own definition of feedback.	In learning journal, learner's own definition will need to be connected with in examples at workplace.
2. Learners will identify strategies for giving both positive and negative feedback.	Learners will brainstorm ideas for how to communicate positive and negative feedback on wiki page or discussion board.	Watch video with examples of strategies for communicating positive and negative feedback.	Learners will interview supervisor to learn two additional strategies for giving feedback.	Learners will collaborate to create wiki page or discussion board of practical strategies for giving positive or negative feedback.
3. Learners will identify possible responses to feedback and evaluate which ones are productive.	Learners will view PowerPoint presentation of strategies for providing feedback and engage in quick quiz with immediate feedback at the end of presentation.	Learners will view PowerPoint of strategies for providing feedback.	Learners will complete quiz.	Each learner will return to wiki page or discussion board created during objective 2 of this module and choose two strategies from list they plan use at work and indicate why they will be beneficial/productive.
4. Learners will analyze their own response to feedback on their performance.	In journal, learners will reflect upon their personal	Learners will watch video clip of employee receiving	Learners will answer multiple choice questions about what	Learners will write in learning journal about personal response to

	response to last evaluation or performance assessment.	feedback about work performance.	was observed in video.	their last performance assessment and analyze personal response to that feedback.
5. Learners will create appropriate feedback for scenarios.	Learners will engage in a simulation in which they are provided data about an employee's performance, and they will provide feedback for the employee. Activity may be completed in small groups.	Learners will read articles and how to communicate feedback to employees and information about the simulation setting in preparation for "do" activity.	Learners will engage in a simulation in which they are provided data about an employee's performance, and they will provide feedback for the employee. Activity may be completed in small groups.	In learning journal, learners will create feedback for a current employee in their workplace.
6. Learners will apply strategies from module 7 to respond to employees who have difficulty receiving feedback.	In a continuation of the above scenario, the employee confronts the supervisor about the feedback given. Learners will create a response plan for responding to this employee.	Learners will read articles about responding to employee who has difficulty with feedback given during performance evaluation.	In a continuation of the above scenario, the employee confronts the supervisor about the feedback given. Learners will create a response plan for responding to this employee.	In learning journal, learners will create a response to the employee used in connect activity for objective 5 of this module. Learners will imagine employee has confronted them about response given in prior learning journal entry.