LWPF Train the Trainer

Session 2: Feedback and Presentations

Agenda

1. The difficulties of giving feedback
2. The net
3. The power of presentations

POTENTIAL TRAPS IN THE FEEDBACK PROCESS

Giving effective feedback requires more than skill in delivering it. Concerns and personal issues can block the decision to give it at all and/or disrupt the negotiation of a new understanding. Examine this handout. What are the ways you most tend to "trap" yourself?

BARRIERS TO INITIATING TOUGH FEEDBACK

1. Needing to be "well thought of" or respected – worry about being wrong

2. Needing to be liked or please others – feeling selfish for imposing

3. Concern with hurting or embarrassing the other person

4. Worry that the relationship might be harmed or permanently disrupted – belief that harmony in a relationship depends upon absence of conflict

5. Fear of conflict – due to lack of experience or skills in managing it

6. Discomfort in challenging or confronting – especially figures of authority

7. Not thinking you have the "right" – internalized feelings of inferiority

DISRUPTIONS TO THE FEEDBACK PROCESS

1. Becoming antagonistic/seeing the other as an adversary – allowing receiver's resistance to frustrate you and cause you to respond with judgments about the other's character or motives that close you off from further productive engagement.

2. Losing sight of the other's needs – so distracted by your own worries that you fail to return to how the change is in the *other's* best interest or listen as information is revealed.

3. Losing sight of your own needs – allowing concerns about the other and the relationship to cause you to abandon advocating for your own needs.

4. Taking on too much of the blame oneself – rolling over to avoid escalation of conflict.

5. Conversely, becoming defensive and disavowing one's role in the problem

6. Giving feedback in too general terms – being indirect, sugar coating or non-specific about the behavior, impact and consequences so the receiver misses your point.

7. Not reaching specific conclusion – allowing generalities to suffice (e.g. "I'll try harder"); not checking that both parties have the same understanding as to what is being agreed to.

8. Getting locked into one approach - not being able to interact in wide range of ways; not picking up on what is occurring in the interaction – especially different assumptions around interactions; not being open to new data or behavior.

9. Failure to follow-up if there is a violation of the agreement

Have you ever held back from giving feedback? Why?

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The Net

"I feel disrespected when you don't show up on time."

vs.

"You're so irresponsible. You're always late."

"People will forget what you said, people will forget what you did, but people will never forget how you made them feel."

- Maya Angelou

The words we choose matter.

Questions from you: for discussion

Feedback

1. How to take others' suggestion that you may disagree?
2. How to provide feedback to others without offending anyone?
3. How to get the message over when the student may not like the feedback and start to defend? (of course we know the feedback is appropriate)
4. Student has their own way thinking and perspectives, what are the best ways to give them positive good advice without letting them feel we are giving a sermon or trying to change the way their thinking ?
5. How to deliver my message to correct a student's mistake?

Closing thoughts on feedback

★ Know your goal
★ Share the why
★ Stay on your side of the net
★ Different people are different
★ Don't get defensive, get curious

Feedback is a gift!

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Each presentation is a conversation

1. **Focus on what matters to your audience:** presenters often focus on what they need to tell their audience, vs. what their audience needs to hear

2. **People only care about you for what you can/can't do for them**: tell the story from their perspective, not yours

3. **Be humble**: be transparent but frame it properly

4. **Tell stories**: data is important but no hearts have ever been won by data

5. **Have a clear rallying point:** have one clear action item everyone should take at the end of your presentation. Repeat it, bold it, and leave time to discuss it

Questions from you: for discussion

Presentations

1. Keys for preparing a successful ppt
2. Common mistakes during ppt preparation
3. Should we focus more on students' presentation content or presentation skills?

Closing thoughts on presentations

★ Know your goal, your audience, and what you want them to remember
★ Should be a conversation, not a presentation
★ Speak slowly

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If you remember nothing else from this presentation, remember to remember your goal.