

This resource is an output from a Collaborative Enhancement Project supported and funded by QAA Membership. The project is led by The Careers Group of the University of London in partnership with City University of London, King's College London and the Centre for Online and Distance Education at the University of London. Find out more about [Collaborative Enhancement Projects on the QAA website](#).



**UNIVERSITY
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CENTRE FOR ONLINE &
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| Giving and Receiving Feedback |

Lecture	Activity	Time
	Learning Outcomes (1min) -stress the importance of a safe space (2 mins)	3 mins
	Why is giving and receiving feedback important in a workplace context? – talk through the slide (1 min)	4 mins
	What are some of the challenges around giving and receiving feedback? – talk through the slide (1 min)	5 mins
	Introduce the tutorial activity briefly (1 min)	6 mins
	Introduce 360-degree feedback (1 min)	7 mins
	Introduce the Stop, Start, Continue model (2mins)	9 mins
	Feedback lenses: reference any skills or attributes you would like the students to focus on reviewing (e.g., institutional graduate attributes) (5mins)	14 mins
	Hand out the feedback grids and/or invite students to download a copy of the worksheet (2mins). Students to discuss briefly in their groups and agree who will lead on feedback for each team member (1 min to decide). Highlight the points in the notes on the slide.	16 mins 17 mins
	Show how the handout works (4mins) for slides 8+ 9 instructions plus making sure everyone has a worksheet)	21 mins
	Initial feedback planning exercise (5 mins quiet thinking time)	26 mins
	A further feedback challenge – Unconscious Bias – show the video and read out the definition on the following slide (3 mins)	29 mins
	Unconscious Bias Quiz – definitions matching exercise – 4 mins to discuss – 5 mins to talk through the answers and slide reveals (9 mins)	38 mins
	Audit questions – talk through the two slides (2 mins)	40 mins
	Feedback style preferences – do people prefer a direct or indirect style (show of hands) (1 mins)	41 mins
	Ground rules for giving feedback (talk through the slide) (1 mins)	42 mins
	Feedback Audit Exercise (3 mins thinking time)	45 mins
	Ground rules for receiving feedback (talk through the slide) – 1 min	46 mins
	Feedback lenses summary (1 min)	47 mins
	Questions (3 mins)	50 mins
BREAK		
Tutorial	Feeding back to your colleagues – talk through slide – 1 min	1 min
	Ask facilitators to join their allocated student groups – 2mins	3 mins
	Explain and introduce the structure of the exercise (3 mins) (remember time management is key)	6 mins

	<p>See next page below- Live feedback exercise</p> <p>Each member of the group to go through their feedback for one team member at a time, starting with the feedback lead for that group member:</p> <p>Team member 1 receives feedback from each colleague (5mins) Discussion and questions (3mins) Team member 2 receives feedback from each colleague (5 mins) Discussion and questions (3mins) Team member 3 receives feedback from each colleague (5 mins) Discussion and questions (3 mins) Team member 4 receives feedback from each colleague (5 mins) Discussion and questions (3 mins) Team member 5 receives feedback from each colleague (5 mins) Discussion and Questions (3 mins)</p> <p>Alternative activity for smaller groups and groups who have finished - start to consider the following</p> <p>-What were the key challenges in this exercise? -What learning can you take from it?</p> <p>(Exercise = Total time 40 mins). Maybe be able to edit timings (check how many members have turned up per group)</p>	46 mins
	<p>Whole group discussion + Questions</p> <p>-What were the key challenges in this exercise? -What learning can you take from it? (5 mins)</p>	51 mins