



## 2.7 Lesson Extension–2: Responding to Feedback

HANDOUT 2.7.2

### In the Workplace

#### Application/Reflection

Partner with a classmate. Choose a scenario you can relate to and choose who will act out “Student #1” and “Student #2.” Think about and write what you would say in that situation. Then choose a second scenario and rotate roles.

*Before practicing the scenario with your partner ...*

**Student #1:** Prepare yourself to get constructive feedback. Review the “Learning from Feedback” steps below and write open-ended questions that could help you learn more and improve:

**Student #2:** Write one PRO (thing done well) and two constructive GROWS (things to improve upon):



#### Scenario #1: Late to Work

**Student #1:** You’ve got a lot going on with school, work and sports. You’re doing the best you can, but have been late to work twice this month and are late again today.

**Student #2:** You’re the boss. You are getting tired of covering for this employee who has been late several times this month. You want to get home to your family and can’t until s/he checks in. This employee is good at customer service but really needs improvement on being more reliable.



#### Scenario #2: Poor Customer Service

**Student #1:** You are so tired of people who keep changing their orders and keep asking for more help. You were really helpful the first time but the third time feels ridiculous.

**Student #2:** You’re the boss. You believe strongly that every customer needs to be treated thoughtfully and respectfully. You want your customers to leave happy, tell their friends and leave a positive online review.



#### Scenario #3: Returning Messages

**Student #1:** You do your job well while you’re at work and usually don’t check your emails after you clock out. Your boss sends emails about shift changes and other messages but you often don’t see them and miss the message.

**Student #2:** You’re the boss. You send emails to your staff about shift changes and other important time-sensitive info. You’ve asked your employees to confirm they received the email and know about the shift change but they rarely do.

#### TIPS FOR CONSTRUCTIVE FEEDBACK

- ✓ **Choose the right time.**  
(when you or they are not too emotional)
- ✓ **Focus on the facts.** Give specific examples that can be improved upon.
- ✓ **Don’t negate the good.**  
“You did this well, *but* ...” is a set up for disappointment. Try “you did this well *and* it would be even better if ...”

#### LEARNING FROM FEEDBACK

- ① **Listen to Understand**  
- Use EARS active listening; Write it down; Ask questions; Paraphrase what you hear; Don’t debate
- ② **Manage Your Emotions**  
- Take deep breaths; Take a break or a walk; Assess your emotions and choose your words carefully
- ③ **Take Time to Reflect**  
- Mull it over; Squeeze the good lessons; Look beyond the hurt
- ④ **Apply and Grow**  
- Learn from the experience; Be grateful for a second perspective; Set goals for improvement