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| Topic/Objective: The Secret to Giving Great Feedback  By Lee Ann Renninger  (TED Series, The Way We Work, on February 10, 2020) | Name: Megan Gibson |
| Class/Period: Teacher for Learning, Cornell Note-  taking practice |
| Date: September 24, 2020 |

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| Essential Question:  How can one best deliver constructive feedback? |

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| Questions:  What are some common problems with feedback?  What can be done to improve the effectiveness of feedback?  What are the four steps suggested in providing feedback?  Why does each step help the recipient internalize the message?  Can you provide an example of dialogue for each of the four steps? | Notes:  Often too vague/gentle or too direct, sends recipient out of “receptive” position  Formula exists to deliver difficult messages:   1. Micro-yes – asking question that is short   Ex: Can I share something with you? or Do you have a moment to discuss how that went?  WHY Gets buy-in from recipient (can say yes/no), also cues that something is going to be addressed.   1. Data point – name specifically what saw / heard, no opinion (blur) words   Ex: The customer has left an angry voicemail regarding her experience in our store. She stated [event] occurred.  WHY Helps give clarity in the feedback on what the problem was, so that they better know how to improve, avoids a repeat result.   1. Show impact – name how data point affected you   Ex: Because I didn’t get your report, I couldn’t move forward.  WHY Sense of purpose, logic, meaning behind feedback, helps brain process.   1. Question – Ask for reflection on situation, based on this information.   Ex: How do you see this best being resolved? or I think try [this], but how do you feel that could work?  WHY Not just compliance with your mandate, but joint problem solving.  Also, *pulling* feedback signals continual learning, rather than waiting to receive *pushed* feedback that was unsolicited. |

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| Summary: In order to successfully provide meaningful, effective feedback:   1. begin with a brief y/n question, 2) share objective detail, 3) state what consequence was, and 4) ask for thoughts on improvement. |