

I. Feedback rules, communication rules.

### Feedback rules (give & get)

You should explain and use feedback quite often during the seminars and this way pps can learn to use it also during their internship.

Rules for giving feedback:

- offer feedback, but do not impose it upon someone
- feedback should be as current as possible
- mention something negative and positive (best start with something positive!)
- be concrete and make clear formulations
- no moral valuations
- do only address points, which are usable for the other person
- express opinions not as facts, but use "I-messages" (see above)
- repeat the substantial points briefly in the end if necessary.

Rules for taking feedback:

- be interested and open (curious)
- pay attention to body language (do not lean back with crossed arms or pick your nose...)
- listen actively (repeat, ask)
- do not argue, do not explain, and do not defend!!!
- possibly express a conclusion

### Activities

1.Aim: Set up communication rules (general rules)

Method: discussion

Propose to participants to establish the rules of communication within the tutorial. Each participant can suggest whatever s/he wants; the others have to agree with the suggestion. Then it is put on the paper. These rules should be respected during the whole seminar.

Variation: You can also start with a discussion in tandems, they propose some rules and then they discuss it with the whole group.

The non-verbal communication can be established also, if all the participants agree. (signs for: I agree, I disagree, I want to say something, I want to say something connected to what is said now...)

Duration: 20 minutes

Needed: poster, pens

Recommendations: Do this activity at the very beginning (2nd day?)

2.Aim: To train giving and getting feedback

Method: talking in couples

To give feedback and to take feedback is a matter of training. Feedback in pairs allows to give and to get a personal feedback.

Procedure:

Put two chairs opposite to each other in a row (see figure below). Be aware that the chairs are far away from the others so that each pair can talk to each other without being disturbed by the others. All participants are on their chairs and feedback each other. The feedback rules agreed before should be kept. In best case, one person (out of the participants or the tutor) acts as time-keeper: After 5-10 minutes, the participants should rotate clockwise. The feedback round is over when each one has given and got feedback to everybody.

As the tutor, thank all participants; tell them that everyone is free to ask the others personally in case of uncertainty and need of discussion and should be ready to do so for others.

Duration: 30 minutes (could be shorter)

Needed: chairs, enough space

Recommendations: "Teach" participants to give and get feedback already during the seminars.