

# ***Mini-Course: FEEDBACK***

***CE Hours: 1***

***Reading:  
Pp. 195-202,  
189-194, 244-  
247***

## ***Learning Goals:***

1. To discuss the importance of skillfulness with feedback in handling difficulties within the helping relationship and thus decreasing the likelihood of grievances.
2. To use the four aspects of feedback.
3. To understand the dynamics of the feedback loop and have increased self-awareness around your responses to feedback.

## ***Self-Study Practices:***

1. Write down and reflect on four pieces of feedback that you have received in the past, making sure you include both positive and negative pieces. Notice how you responded to each of these.
2. With a colleague, practice using the guidelines in giving, receiving, asking for, and using feedback at least two times.

## ***Assessment Questions:***

1. What are five valuable reasons for becoming skillful and non-reactive with feedback?
    - 1.
    - 2.
    - 3.
    - 4.
    - 5.
  2. Name four challenges to using feedback well.
    - 1.
    - 2.
    - 3.
    - 4.
  3. Summarize the four aspects of feedback.
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## **Feedback**

1. Please rate in terms of value: 1 (lowest) ..... 5 (highest)

professional \_\_\_\_\_  
personal \_\_\_\_\_  
reading \_\_\_\_\_  
self-study \_\_\_\_\_  
questions \_\_\_\_\_

2. Please rate from 1 (lowest).....5 (highest)

What was the degree of ease, if needed, in communicating with me \_\_\_\_\_  
What is the quality of reading materials (ie professional in appearance, accurate information, free of typos) \_\_\_\_\_  
Was there adequate support for the content questions \_\_\_\_\_  
Were the unit objectives supported by the home study materials \_\_\_\_\_  
Were assignments carried out in a private and secure manner \_\_\_\_\_  
Did the content lend itself to a home study format \_\_\_\_\_

3. How many hours/minutes did the following pieces take you?

reading \_\_\_\_\_  
self-study \_\_\_\_\_  
questions \_\_\_\_\_

4. Anything else you'd like to say?

5. Your Helping Profession \_\_\_\_\_

6. Organization Requiring CEUs \_\_\_\_\_

### ***Continuing Education***

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