# Feedback or Hold back?
# How to build resilience through feedback.

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# Overview

## 01 Resilience vs Feedback

1. Definition
2. General Characteristics

## 02 How do we give feedback?

## 03 From criticism to development

## 04 Discussion

“Success is not final, failure is not fatal; it is the courage to continue that counts”

**-Winston Churchill**

# 01

# Resilience vs Feedback

1. What is resilience?
2. What is feedback?

# What is resilience?

- The ability to recover from or **adjust easily** to **misfortune** or **change** (Merriam-Webster Dictionary).

- The capacity to **bounce back**, to **withstand hardship** and to **repair yourself** (Woolin and Woolin, 1993).

- Process of **adapting well** in the face of adversity, trauma, tragedy, threats, or significant sources of **stress** (family, work or relationship problems), (American Psychological Association).

# What is NOT resilience?

- People that are considered (which is wrong) to be emotionless or impassive.
- Someone won't experience trauma or stress.

# Reflection Break 1

## What characteristics do resilient people share?

# Characteristis of Resilient people

- **Learn** from mistakes.
- **Flexible /Adapt** to change.
- **Reflective**.
- **Regulate** their emotions.
- **Support** other people.
- **Willing** to help others and receive help.
- **Problem-solver.**
- **Commit to a goal**.
- **Know thyself**!
- Set personal or collective **goals**.
- **Patient**.
- **Faith**.
- **Optimistic.**

*(Conner and Davidson, 2003)*

# What is feedback?

- **Information** or statements of **opinion** about something, such as new product, that can tell you if it is successful or liked (Cambridge Dictionary)
- **Advice** or **criticism (!)** or **information** about how good or useful something or someone's work is (Oxford Learner's Dictionary)

# Different types of feedback

Directive feedback (Gebhard, 1990)/ Individual Feedback

Peer Feedback

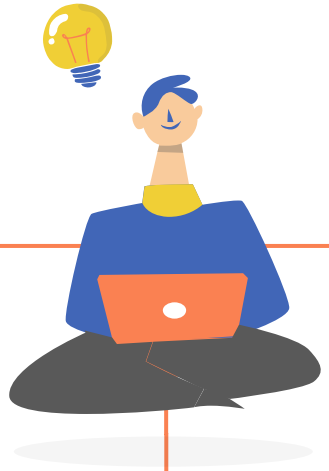
Self Feedback

General Feedback

# Different ways of delivering feedback

## Technological tools

Turnitin
Blackboard
Google Jamboard
Survey monkey
Google Forms



## Written/Audio/ Video

Docs
Audacity
Vocaroo
You Tube/Tik Tok
Podcast

## Class Discussions

In class quizzes
Reports
Short and reflective journal entries
Checklists

# When can we/they give feedback?

At the beginning

At the end

During the lesson

# Effective Feedback

- Appropriate (+amount)
- Meaningful
- Proactive
- Related to goals
- Nonjudgmental
- Clear/easy to understand
- Specific / Focus on one skill/ability
- Timely
- Create a culture/routine around it
- Varied
- Not focused on personality but on facts
- Descriptive
- Guided/reflective

# Are resilience and feedback linked?

Aware of who we are.

Positive feedback --> optimistic, patient, improve performance, motivate.

Stop and think!

Discuss and ask for help.

Linked to goals, commit to a goal.

Focus on what can be done (problem solving).

Keep track of your progress.

Lifelong learning.

Stronger relationships.

# 02

# How do we give feedback?

# Reflection Break 2

## How do we give feedback (as teachers/trainers)?

Your personality does not allow you to be flexible!

No, No, No! Change this! Omg! Another mistake!

Brilliant! Well Done!

I think that you have forgotten everything! Study more!

I have already told you what to do! You don’t listen to me!

Keep up the good work! I love the way you work!

# •Was this an effective feedback?

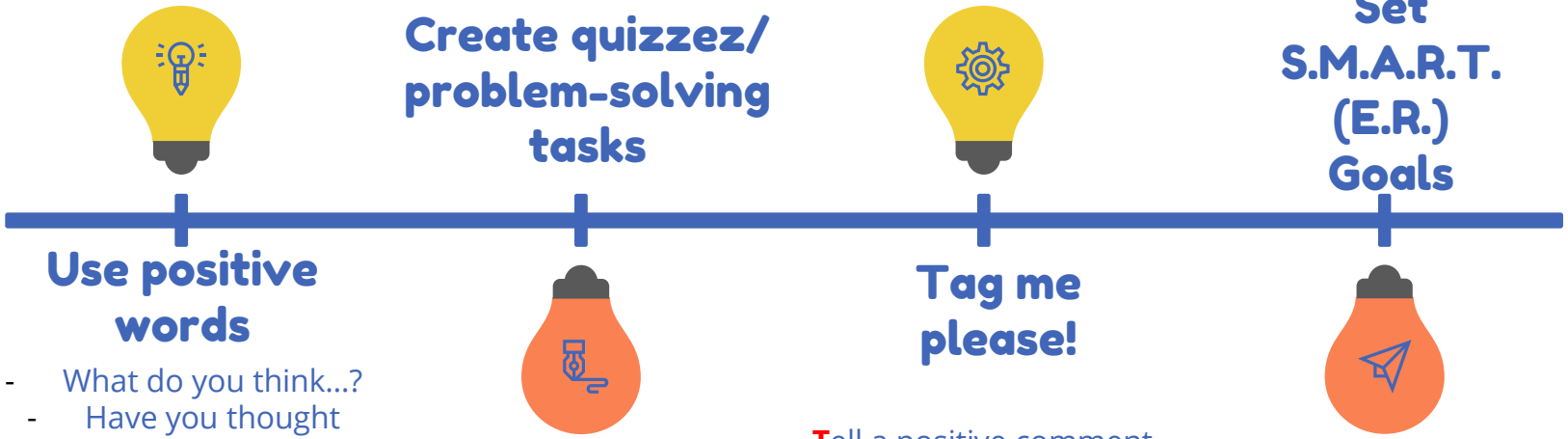
- Was it appropriate (+amount) ?
- Was it meaningful?
- Was it related to my goals?
- Was it nonjudgmental?
- Was it clear/easy to understand?
- Was it specific?
- Was it varied?
- Was it focused on my personality or on facts?
- Was it descriptive?
- Was it guided?

# Instead...

- Use of negative words and phrases
- Focus on behavior
- Not clear
- Not specific
- Not meaningful
- Not appropriate at all

# So... what can we do?

# How can I (/they) give positive, meaningful and constructive feedback?



## Use positive words

- What do you think...?
- Have you thought of...?
- Perhaps you could...
- I really liked/find amazing...
- How could you...
- Can you think of...
- I encourage you...

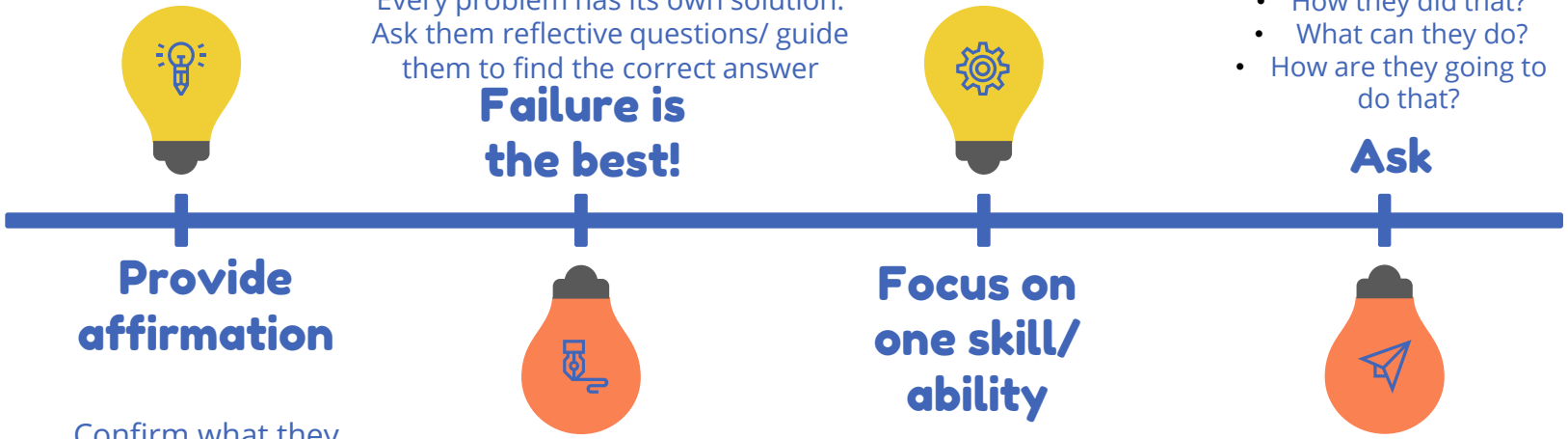
## Create quizzez/ problem-solving tasks

## Tag me please!

**T**ell a positive comment.
**A**sk a reflective question.
**G**ive a positive suggestion.

## Set S.M.A.R.T. (E.R.) Goals

# How can I give positive, meaningful and constructive feedback?



## Provide affirmation

Confirm what they have done.

## Failure is the best!

Every problem has its own solution. Ask them reflective questions/ guide them to find the correct answer

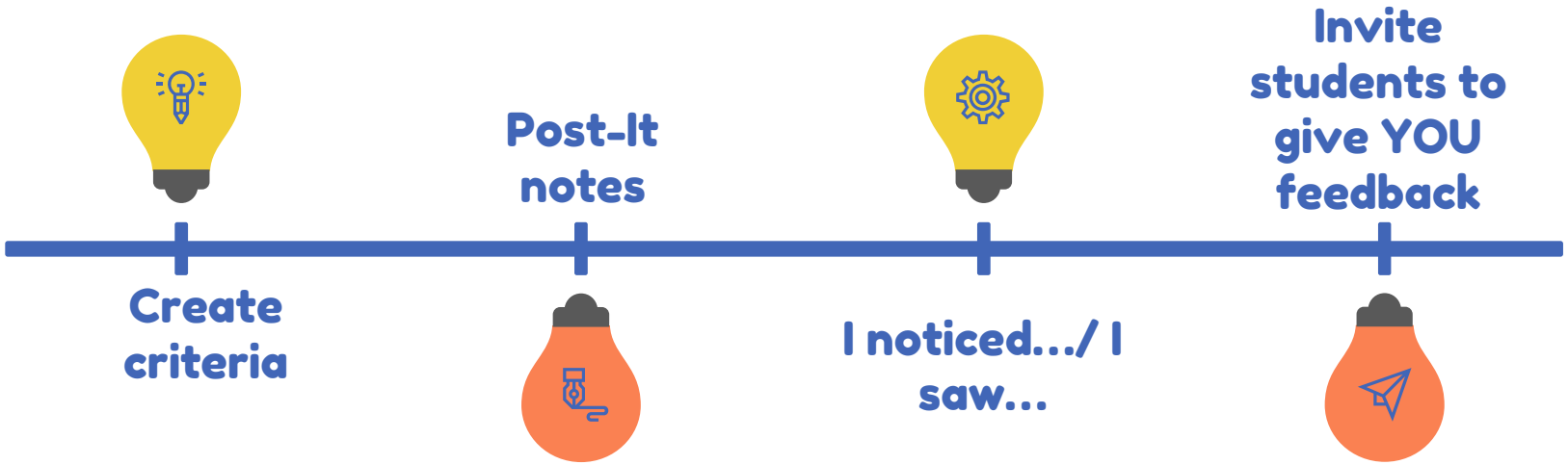
## Focus on one skill/ ability

Clear feedback

## Ask

- What they did well?
- How they did that?
- What can they do?
- How are they going to do that?

# How can I give positive, meaningful and constructive feedback?

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Acknowledge their efforts

# How can I give positive, meaningful and constructive feedback?

**Use both open and closed qs**

- How did you feel...?
- What did you do to overcome your stress during the mid-term stress?

**Provide examples of good work/ Discuss them**

**Ask your ss how they prefer to be given feedback**

Written?
Peers?
Individual?
Orally?
Non-verbally?

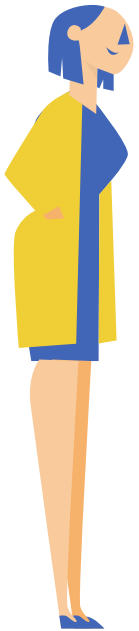
**Empathy**

"I noticed that a lot of students face the same problem.."/ "I had the same issue when I was at your age.."

# 03

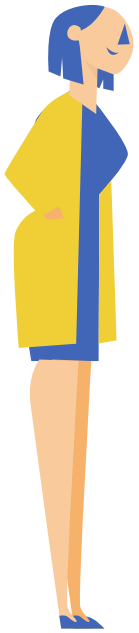
# From criticism to development... Why?

# Why give positive, constructive feedback matters?



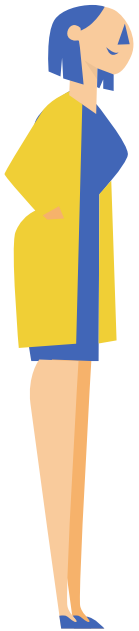
- Good performance (Nicol, 2007)
- Develop self-assessment skills
- Help Ss set clear goals and stick to them (Nicol, 2007)
- Persistence, not give up easily (Nicol, 2007)
- Ss pay more attention because it is focused on the outcomes (Gibbs et al., 2004)
- Increase motivation and self-esteem → they see that feedback is an evaluation of work, not the person

# Why give positive, constructive feedback matters?



- Ts improve their teaching (Nicol, 2007)
- Timplerley and Hattie (2007) importance of giving feedback because we need to know what we have done right or wrong.
- Samuels and Wu (undated) positive effects of immediate feedback on students' performance
- Make feedback part of learning (build routines)
- Our 'defensive ego' is hiding → we are open to discussion and improvement
- Not afraid of failing → growth and healthy mindset

# Why give positive, constructive feedback matters?



- Students **pay attention** (focusing on something can both create and strengthen neural networks) →attention creates connections→ attending actively is vital for learning (McNeil,2009).
- Oded &Oded (2019) → create a safe environment, set goals, provide meaningful feedback → neural networks can be strengthened and developed through trial and error (practice makes perfect)
- Feedback is linked to achievable learning goals. Highlight areas for improvement and gives suggestions to change.

# Can you see the link between them?

Feedback

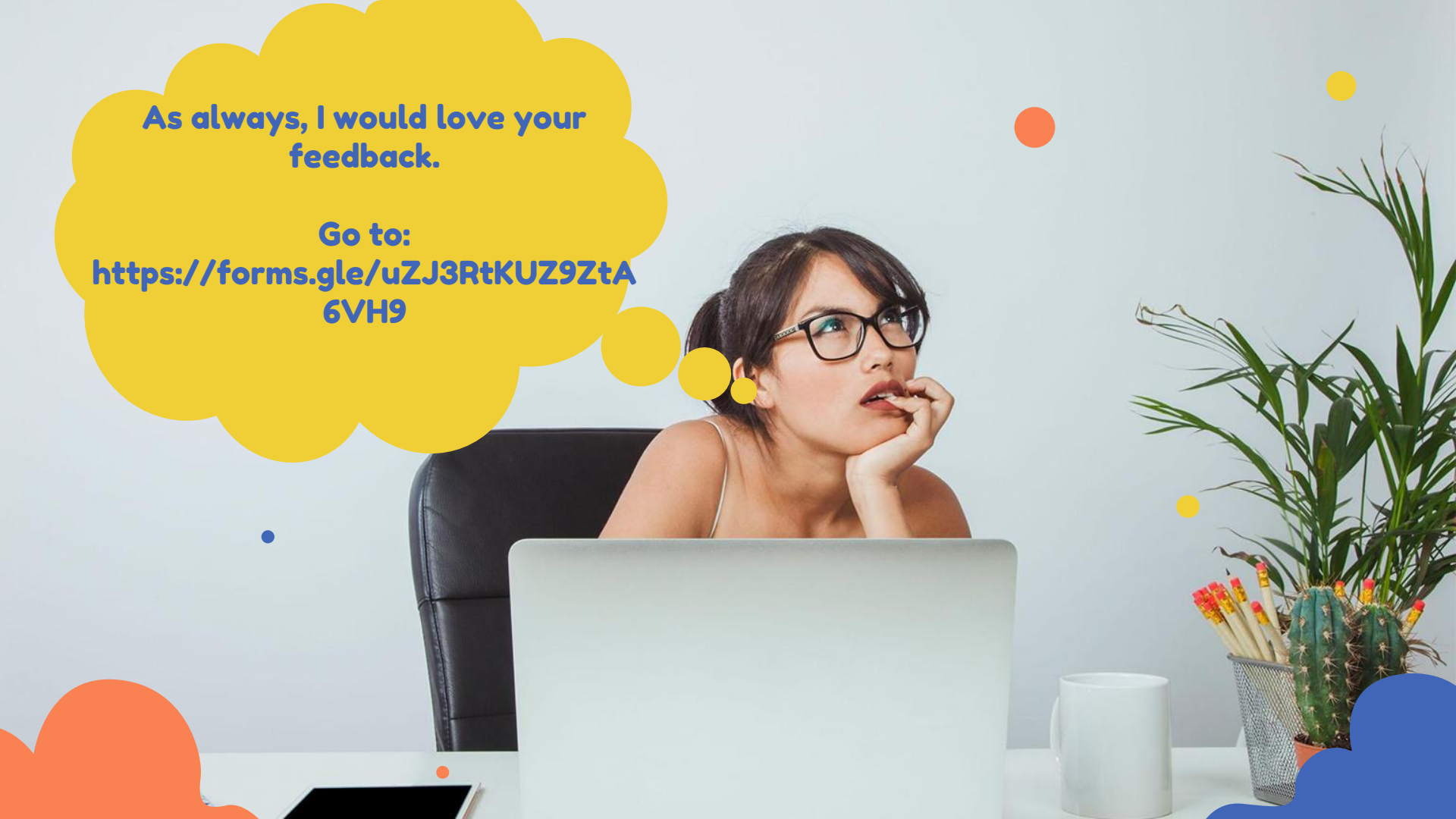
Resilience

# 04

# Discussion

# Final Thoughts

1. Feedback and Resilience are linked!
2. Specific, Meaningful, Timely, Focus on goals, Positive
3. Self-esteem, motivation, confidence, autonomy
4. Identify, explore, solve...
5. Feedback in order to feedforward


As always, I would love your feedback.
Go to:
https://forms.gle/uZJ3RtKUZ9ZtA6VH9

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# Thank You!

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