

# P2W Skills for Success

## Activity Set 12: Direction and Feedback



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Funded by the Government of Canada's Adult Learning, Literacy and Essential Skills Program.

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# 12.1: Getting Started

(page 1 of 2)

## PART 1

1. Who might be in a position to give you direction or feedback at work?

a.

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b.

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c.

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### Let's Talk!

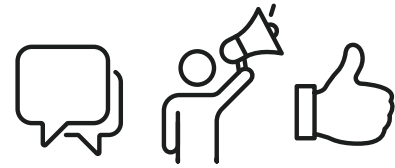
- Think of a time when someone told you that you were doing something incorrectly. How did you feel? How did you respond?
- What makes it hard to take direction or feedback from someone?
- What makes it easier?

# 12.1: Getting Started

## PART 2

### What?

Most employees receive direction and feedback from others at work.



### Why?

To understand and meet job expectations

### Who?

- ✓ Security guards take direction from building operators about how to use security equipment.
- ✓ Bakers receive feedback from customers who are dissatisfied with their orders.
- ✓ Newly hired servers observe experienced servers as they describe and demonstrate proper guest service.

### What's involved?

- Being familiar with how and when direction and feedback is given at work
- Listening to identify expectations
- Asking for clarification when appropriate
- Showing accountability

### How about you?



How comfortable are you taking direction?

I need a lot of practice

I'm very comfortable

1

2

3

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How comfortable are you receiving feedback?

I need a lot of practice

I'm very comfortable

1

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## 12.2: Scenario

Read how Dave and Tony interact at work, then answer the questions below.



### Dave at Work

Dave is the supervisor at a sawmill. He is responsible for monitoring other operators' work and for making sure that the jobs are completed properly and on time.

Tony is a new employee at the sawmill. Dave keeps an eye on Tony as he works. This week, when Dave saw that Tony was following safe work practices, he gave Tony some positive reinforcement and encouraged him to keep it up. Dave also gave him a few tips to help save Tony time.

Dave remembers that when he started working at the sawmill, his supervisor could be really rude when giving Dave direction. He would yell at Dave when he was not working fast enough. Dave thinks it's better to remain positive and help Tony see how to do things better. He always tries to reinforce what Tony is doing well. He corrects Tony by explaining the correct way of carrying out a task. And whenever possible, he tries to show Tony as well, just to be on the safe side.


### Let's Talk!

- What is Dave's relationship to Tony?
- Why is Dave keeping an eye on Tony?
- What does Dave do when he sees Tony doing a good job?
- What does Dave do when he thinks Tony should do something differently?

## 12.3: Feedback

### PART 1

**A.**  *Don't do it like that!*

**B.**  *Store clerks aren't allowed to sit down on the job.*

### Let's Talk!

- What do the examples have in common?
- How might an employee respond to this feedback?

### PART 2

Feedback needs to be clear and detailed to be effective. If there isn't enough information, or the information isn't clear, it can be hard to know how to correct your actions. If you don't understand feedback you receive, it's best to ask for clarification. This will help you understand the expectations and adjust your actions if necessary.

**Here are some phrases to ask for clarification:**

*I'm not following. Could you please... show me ... repeat ...?*

*I'm sorry, I still don't understand. Could you say that again?*

*Can you show me how to do that?*

*Could you please show me how to ...?*

*What do you mean by ...?*

*Can you explain what you mean by ...?*



You might also be in a position to give direction and feedback to others. Here are some tips:

- Offer clear directions.
- Ask whether all is clear and offer to repeat as required.
- Be patient.
- Offer constructive feedback.



## 12.3: Feedback

### PART 3

Effective feedback helps us understand what the expectations are. When we do something well, effective feedback reinforces what we did well. When we make a mistake, effective feedback helps us correct our actions. Effective feedback usually includes the following:

- A suggestion
- Some background information to put the suggestion in context
- Reasons or examples to help explain the suggestion
- Positive language

Let's look at the examples again. Next to the original example is a more positive way to provide the same feedback. Read the examples, then answer the questions below.

		
A.	Don't do it like that!	If you do it like this [wrong way], here is what will happen. It's usually better to do it this way [demonstrates]. It saves time and it ends up making a better product.
B.	Store clerks aren't allowed to sit down on the job.	There is always something to do in retail. If you find you're not busy, please look around to see what needs to be done. Folding clothes, clearing out the change rooms or cleaning up behind the counter are all options.

### Let's Talk!

- What do the improved examples have in common?
- How might an employee respond to this feedback?
- Can you think of other positive ways to provide feedback?

## 12.4: Accountability

When you are open to receiving feedback, you are showing accountability. Accountability means accepting responsibility for mistakes we make, admitting when we don't know something, and being prepared to learn from mistakes. Accountable people are ready and willing to do their share and to take responsibility for what they do.

1. Write the definition of accountability in your own words.

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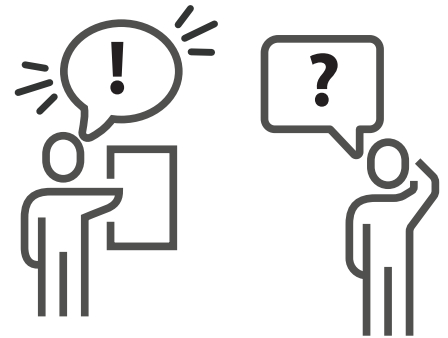
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2. Write about your own experience.

- a. Write about a time when you received feedback from someone about something you did at home, at work or in the community.
- b. Reflect on whether you showed accountability in your response to the feedback.
- c. What could you do differently next time?




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## 12.5: Role Play

Follow the instructions below to practise giving and receiving feedback.

1. Work with a partner. Assign roles between you; one of you will give feedback and the other will receive it.
2. Choose one of the scenarios below or make up your own scenario.
  - **Scenario A.** The storeroom is very messy. The cleaning products are mixed up and it is difficult to find the right products and supplies. This makes it hard to know what is on hand and what needs to be ordered.
  - **Scenario B.** A new employee is not filling out job records correctly. They are not providing enough detail, and the handwriting is hard to read. This makes it difficult for co-workers to understand what has been done.
3. Work together to role play the scenario two ways.



Prepare a role play that shows the person offering feedback in an unhelpful way. Have the person receiving the feedback not show accountability for their actions.



Prepare a second role play to illustrate effective feedback. Incorporate the information and tips from this activity set to demonstrate how to offer effective feedback, and how to show accountability when receiving feedback.

4. Discuss the following with the rest of the class:
  - a. Strategies you used to offer effective feedback
  - b. Strategies you used to clarify direction or feedback
  - c. How you showed accountability