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BUBBLES ENGLISH CENTER

Managing challenging feedback

1. Starting point

Think of a time someone gave you negative or challenging feedback, for example about something you didn't do well. Look at the questions and discuss your answers with a partner.

1 What was it about?

2 How did you react?

3 What happened next and would you react differently next time?



2. Watch the video and answer the questions.

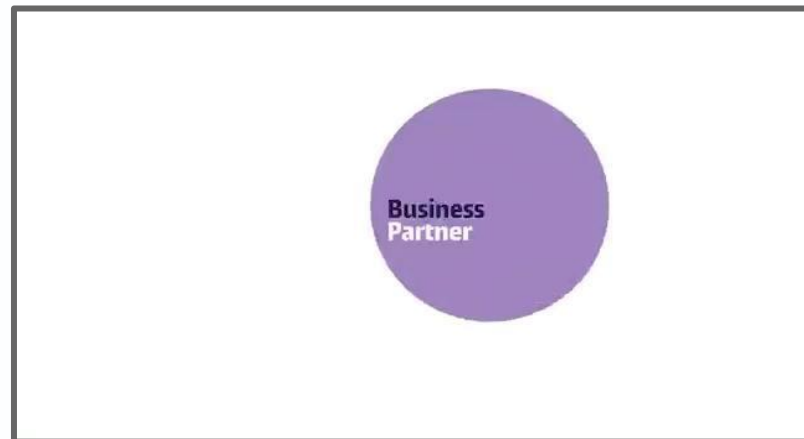


1 What does Claire blame for the poor sales figures?

2 Why is Katie upset?

3 In your opinion, how appropriate were Claire's comments to Katie?

4 Do you think Sanjit should speak to Claudio about Claire's behavior towards Katie?



3. In a small groups, discuss which is the best way (Option A or B) for Sanjit to deal with the feedback on poor sales. Give reasons for your answers. As a class, decide which video to watch first.

Option A - Focus on protecting yourself

Give reasons for your position and defend yourself against challenging feedback.

Option B - Focus on the opportunity to learn and improve

Listen to the critical feedback and ask questions.

4. Watch the videos in the sequence the class has decided, and answer the questions for each video.

Option A

- 1 What does Sanjit explain as being the big picture?
- 2 What does Sanjit say to defend a) the forecast and b) Katie personally?
- 3 What is Sanjit referring to when he talks about respect?
- 4 Does Claudio agree to hold off on redesigning the marketing campaign? How do you think he feels about it?



Option B

- 1 What does Sanjit ask Claudio to acknowledge?
- 2 What does Sanjit mean when he says 'I appreciate the point you are making, but not necessarily how you are making it'?
- 3 What is Claudio worried about regarding Sanjit's team?
- 4 What does Sanjit say they could all benefit from?

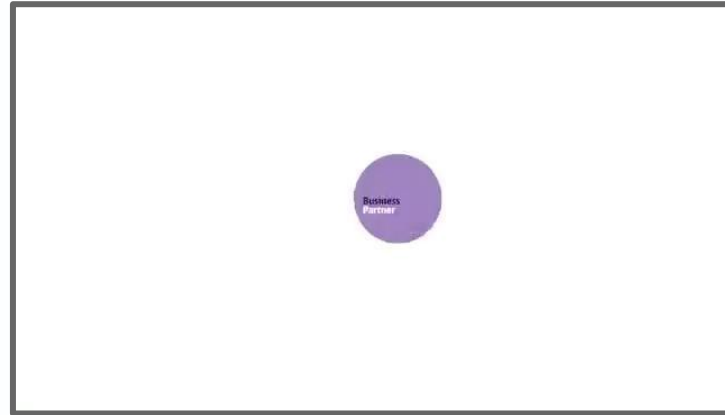


5. Discussion

- 1 How did Sanjit respond differently to feedback in the two videos? What happened as a result?
- 2 What are the advantages and disadvantages of each approach for a) the project and b) relationships within the team?



6. Watch the Conclusions section of the video and compare what is said with your answers in Exercise 5. Do you agree? Why/Why not?



- 1 Are you aware of your own preferred style when receiving feedback? Think about the example you gave in Exercise 1.
- 2 Decide on one thing you can do to respond to challenging feedback more successfully in the future.

7. Complete the sentences from the video using the words and phrases in the box.



accurate and why appreciate improvement point
the big picture this before this might happen useful you're saying

- 1 I'm afraid you're not seeing ____ here.
- 2 I take on board what ____.
- 3 There's room for _____. I agree.
- 4 I'm not sure what you're saying is necessarily [____ /quite true].
- 5 You have to remember that [we predicted ____ / I warned you sales might fall].
- 6 I can see your ____.
- 7 That's ____ to think about.
- 8 We've talked about ____.
- 9 I understand what you're saying, ____.
- 10 I ____ the point you're making, but not necessarily how you're making it.

KEYS

accurate and why appreciate improvement point
the big picture this before this might happen useful you're saying

- 1 I'm afraid you're not seeing **THE BIG PICTURE** here.
- 2 I take on board what **YOU'RE SAYING**.
- 3 There's room for **IMPROVEMENT**. I agree.
- 4 I'm not sure what you're saying is necessarily [**ACCURATE**/quite true].
- 5 You have to remember that [we predicted **THIS MIGHT HAPPEN**/ I warned you sales might fall].
- 6 I can see your **POINT**.
- 7 That's **USEFUL** to think about.
- 8 We've talked about **THIS BEFORE**.
- 9 I understand what you're saying, **AND WHY**.
- 10 I **APPRECIATE** the point you're making, but not necessarily how you're making it.

8. Look at the four examples of challenging feedback. Think about how you would respond in each case. Then work in pairs and take turns to deliver the feedback and respond.

1 “You need to improve your accuracy. There are a lot of mistakes in your work”

2 “That’s the second month in a row you’re late with your update report”

3 “Your results are disappointing”

4 “This isn’t good enough. You need to address the communication problems in your team”

Homework

1. Vocabulary worksheet 2
 2. Functional vocabulary - Managing challenging feedback
<https://forms.gle/qLA94fFK4Pvgapqg6>
 3. Videoscripts 2 + Learn the KEY VOCABULARY
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