



EARTHE

Activity 2

Digital toolkit for innovative curriculum and methodological development

Module 2 – Communication enhancement

Method 5 – Constructive feedback workshops



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Method 5 – Constructive Feedback Workshops

Soft skill focus

This method develops learners' ability to give and receive constructive feedback in a respectful and supportive way. It builds skills in active listening, empathy, assertive expression, and collaboration, which are crucial for professional growth and healthy teamwork.

Learning outcomes

- Apply structured feedback models (e.g., SBI – Situation, Behaviour, Impact).
- Deliver feedback respectfully, focusing on behaviour rather than personality.
- Receive and reflect on feedback without defensiveness.
- Use feedback as a tool for personal and professional development.

Target group

Age: Adults 20–55

Gender: Mixed

Level of studies: Secondary education and above

Status: Employed, unemployed, or job-seeking

Fewer opportunities: Particularly beneficial for learners from disadvantaged backgrounds, migrants unfamiliar with feedback culture, or adults with low confidence in communication.

This method is designed for adults who struggle with either giving feedback constructively or receiving it without defensiveness. It creates a safe, structured environment for practising supportive dialogue, reducing fear of criticism, and fostering continuous improvement.

Method description

Constructive Feedback Workshops are interactive sessions where learners practise delivering and receiving feedback using structured models. Through role-play, guided discussions, and reflection, participants learn how to transform feedback into a positive, growth-oriented exchange, enhancing both personal relationships and workplace effectiveness.



Implementation instructions

Timeline: 60–75 minutes per workshop

Number of participants: 8–15 (small enough for trust, large enough for varied perspectives)

Necessary materials: Feedback scenario cards, printed feedback models (SBI, Sandwich model), observation sheets, pens, flipchart/markers

Space: Quiet, flexible room with chairs arranged in circles or small groups to support open dialogue

Implementation in 5 steps

Step 1 – Introduction to Feedback: Facilitator explains why feedback matters and introduces models (e.g., SBI, Sandwich). Participants discuss past experiences of good/bad feedback.

Step 2 – Demonstration: Facilitator role-plays examples of effective and ineffective feedback with a volunteer. Group analyses what worked and what could be improved.

Step 3 – Paired Feedback Practice: Participants form pairs. Each person receives a feedback scenario card (e.g., “late submission of task,” “great teamwork in a project”). They practise giving and receiving feedback using a structured model.

Step 4 – Group Feedback Maze: In small groups, learners rotate roles: feedback giver, receiver, and observer. Observers use observation sheets to note tone, clarity, and empathy. Roles rotate so everyone practises all roles.

Step 5 – Reflection & Consolidation: Group debrief: What made feedback easier to hear? What language reduced defensiveness? Each participant identifies one strategy they will use in future workplace or social settings.

Practical tips

Tip 1: Emphasise that feedback should always focus on behaviour, not personality.

Tip 2: Encourage learners to use neutral, specific language to reduce defensiveness.

Tip 3: Model empathy and respect—remind learners that the aim is growth, not criticism.

Debriefing questions

How did it feel to give feedback using a structured model compared to your usual style?

What strategies helped you stay open and non-defensive when receiving feedback?

How can constructive feedback improve teamwork and relationships in your daily life?



Practical description sheet

Title: Constructive Feedback Workshops

Purpose: To strengthen skills in giving and receiving feedback respectfully and productively.

Duration: 60–75 minutes

Format: Paired and group role-plays with reflection

Core Steps: Introduction → Demonstration → Paired practice → Group rotation → Debrief

Materials: Feedback cards, structured models, observation sheets, flipchart

Target Group: Adults 20–55, diverse backgrounds, especially jobseekers and employees

Learning Outcomes: Deliver feedback respectfully, receive feedback openly, reflect and improve communication

Key Benefits: Builds confidence, reduces conflict, enhances professional growth and collaboration