

Feedback Rules

1. Can only be given upon request and consent
2. Start positive
3. Say "I...."
4. Don't say "One....You"
5. Address recipient directly
6. No follow - up discussion

Active Listening

Group Work

Groups of 3

A - asks question

B - answers, repeats essence

C - observes (body language, attention etc.)

Change roles after 5 min

Topic: "The best and the worst presentation I have come across.... and why I think so."

Analytical or Problem Solving Statement

SMART

- Situation - Problem at hand
- Mistakes - Reasons for a problem
- Aims - For the future
- Recipe - How to get there
- To do - Appeal

Position Statement

ORCA

- Opinion - Yes/No
- Reason(s) (not more than 3)
- Conclusion
- Appeal - to do