



## **Team FeedBack!**

*You're observing a team at work - soon you'll be giving feedback on performance and team maintenance.*

*A very flexible activity that contains so many key points relating to Interpersonal skills and team roles, as well as feedback technique.*

**TIMING:** Two hours  
**PARTICIPANTS:** Up to 24  
**COST:** £295 plus delivery and VAT

### **CORE SKILLS**

- ▶ Feedback Techniques
- ▶ Team Roles
- ▶ Team Behaviours
- ▶ Confident communications
- ▶ Coaching
- ▶ Mentoring

### **HOW IT WORKS**

Participants are grouped in two teams. One group (Group A) is seated round a table and is given a short team task to carry out (a discussion task) while each member of the other group (B) is paired with one of the participants in the inner circle and observes their individual behaviour, using a special form based on a set of standard competencies:

- **Teambuilding**
- **Summarising**
- **Initiating ideas**
- **Clarifying**
- **Challenging and Supporting**

Before any action begins, both groups receive a handout which briefs them on their individual roles.

When the task is finished the group around the table receives a Review Form as a focus for a discussion on how they think their session went. The Observers discuss together what they saw as a whole and what they thought of the individuals. This gives them confidence in what they actually record.

Next each observer is paired with the person they were observing and they give them feedback. Do they *tell* or *ask*? And how does the person receiving the feedback respond?

We use this exercise a great deal on our courses both as an introduction to teamwork (using Belbin roles) as well as to feedback and coaching. We find participants are nervous about it but once they have done it feel very good about themselves and feel they have learned a lot.

It is a non-threatening experience which allows both groups to consolidate a feedback plan. The roles then reverse and observers sit at the table and the other group becomes the observers, but there's an unexpected twist!

### **WHAT IT DOES**

**'Team Feedback'** not only demonstrates the importance of giving and receiving feedback as a constant day-to-day communication tool between individuals but it also allows groups to appreciate critical team roles required for success in any team situation. Delegates always feel a huge sense of achievement in demonstrating their feedback skills, having often been fearful of how they will cope.

It is also an ideal introduction to coaching and mentoring skills. The Trainers Notes have plenty of material on how feedback should be given - as well as what behaviours and statements should be avoided when giving feedback. Above all it emphasise the need for a two-way communication process without judgement or rancour.

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### **Team Feedback!** **TRAINER'S COMMENTS**

*" We use this on virtually all our management development courses. Participants dread having to give feedback and then are really pleased with themselves when they succeed. Great for assessing and developing team roles. "*

### **TO ORDER** please contact

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