Feedback – Asking for Feedback

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(Revised: 19th September 2016 by Nicola Neumann-Mangoldt)

FORMAT:
Whole group process
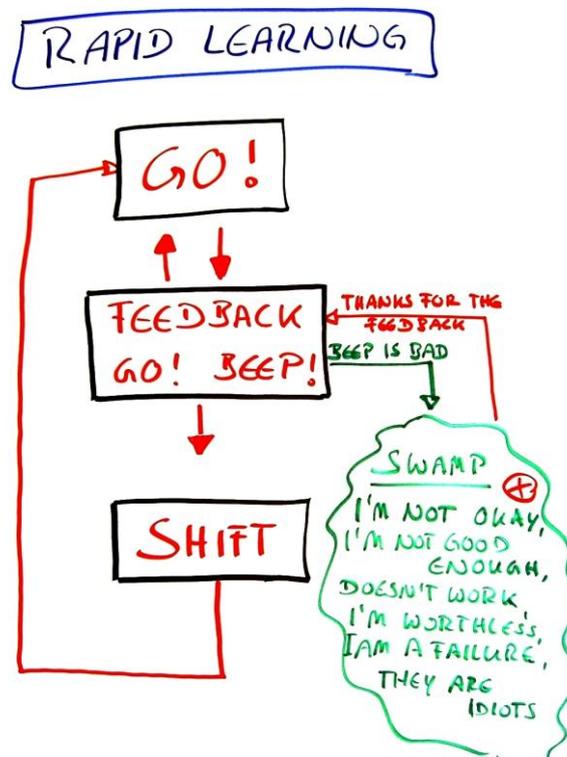Duration: 45 minutes

PURPOSE:
Learn to ask for feedback and make use of the group intelligence.

SETUP:
People spread in the room standing.

INTRO / BACKGROUND:
We will now do a Rapid Learning exercise. Rapid learning works like this:

In companies or communities, they all get good at avoiding feedback. But that is wasted group intelligence. This exercise is a rapid learning party. The procedure is to ask for feedback.

INSTRUCTIONS / PROCEDURE:

- All participants spread in the room standing.
- Pick a specific issue you would like to get feedback about.
- You go up to a person and say "Please give me feedback about…(say the specific issue)".
- Then the other person starts giving feedback. The person who gives feedback uses their feelings as information flow. Answer with feelings and say "I feel sad/angry/afraid/joy, because…"
- If somebody says "I don't know if I can you feedback on that" the answer is "Your head doesn't know what your heart is gonna say". Trust your feelings and trust your impulses.
- The client just listens. They may ask "Can you say more about that", but otherwise just let the feedback in.
- When the person giving feedback has finished, the client says "Thank you for the feedback!" and moves on to the next person.
- It is not necessary that the two people talking to each other change roles. It might happen though.
- Go at least to 5 people. For the first 3 rounds, ask for feedback about the SAME topic. Don't change the subject. You can pick a new topic as of round 4.

If you are the client, you might get 3 different kinds of feedback.
1) The exact same feedback in several rounds.
2) The complete contradictory feedback.
3) Something else.

The clients don't necessarily have to write down the feedback, although the might want to do this afterwards.

DEBRIEF: