

# feedback & CRITICISM

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# FEEDBACK



- Feedback is the information given to an individual or group about aspects of behavior and the effect of this behavior.
- The purpose of feedback is to maintain and improve performance, solve problems, and build relationships.



# Types of Feedback



## Positive Feedback

- This is the kind of feedback where one shows appreciation for positive behavior to encourage or consolidate that behavior.
- For instance, when your group does a good presentation on an assignment and the teacher says "Keep it Up" or "That was excellent."

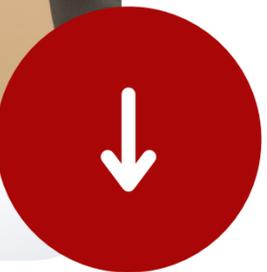


# Types of Feedback



## Constructive Feedback

- This is the kind of feedback given to someone to imply that they did a good job, but need to improve.
- For instance, when you solve a question in front of the class and you don't get the right answer, the teacher might say "You got the wrong answer but you were almost there."





# Group Activity

Now that you have an understanding about the types of feedback, invite a few group members to share their experiences of receiving and/or giving positive feedback and constructive feedback.



# Types of Criticism

## Constructive Criticism

- Just like feedback, constructive criticism is the kind of criticism which is designed to point out your mistakes, but also show you where and how improvements can be made.
- Constructive criticism should be viewed as useful feedback that can help you improve yourself rather than put you down.

## Destructive/Negative Criticism

- Destructive criticism is often just thoughtlessness by another person, but it can also be deliberately malicious and hurtful.
- Destructive criticism can injure your pride and have negative effects on your self-esteem and self-confidence. It can also lead to anger and/or aggression.



**NEGATIVE  
CRITICISM**  
I'M TELLING  
HIM THE  
FISH STINKS!

**CONSTRUCTIVE  
CRITICISM**

NO! LET'S ASK  
HIM TO BE  
MORE CAREFUL  
THE NEXT TIME  
HE BUYS FISH.



feedback

vs.

criticism

## FEEDBACK

Feedback is well-timed and is sometimes given immediately/on-spot.

Feedback enables personal growth for the one who is receiving the feedback.

Feedback is normally asked for or requested. One may willingly ask someone for feedback to see where he/she can do better.

## CRITICISM

Criticism is normally delayed and may be given after a long period of time.

Criticism lowers one's self-esteem and confidence and does not lead to growth.

Criticism is imposed. Often people give criticism without being asked.

## FEEDBACK

Feedback is normally descriptive with the aim of pointing out what was observed or noticed.

Feedback is specific as it tries to clearly show or describe the actions or events.

Feedback is aimed for improvement in the future.

## CRITICISM

Criticism is judgmental and often focuses on the negative qualities, flaws, or mistakes of someone or something.

Criticism is mostly general in nature and given without any attempt to point out specific instances or examples.

Criticism is based on blame from the past. Often when people give criticism they point out something from the past.

# How to Receive Feedback

01

Listen carefully to what the other person has to say. Make sure you understand the feedback and ask questions if possible.

03

Express appreciation after receiving the feedback. Ask more questions if necessary so that you can do better next time.

02

Remain open and be calm. Always try to accept the feedback in a positive manner. Try not to be defensive or aggressive.

04

Make a sound decision on whether to take or reject the feedback. Think about what you can learn from it and improve.

# How to Give Feedback

01

Always start with the positive feedback and then share the negative news. Your tone should be nice and friendly.

02

Focus on the observed behavior of the person and talk about that. Avoid judgments.

03

Be specific and use real-life concrete examples. Instead of saying "it was good", give reasons why you actually think it was good.

04

Time your feedback and be sure to give it at the right moment when the person is not upset or emotional.

# Exercise/Deliverable

1. Do you often give feedback or criticism? If yes, what type of feedback or criticism do you give?
2. What type of criticism or feedback do your peers give to you?
3. How do you react when someone gives you negative and destructive criticism?
4. In what ways can you be able to positively deal with criticism?
5. What is your feedback on the Unite Clubs Program modules that you have covered so far?



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FEEDBACK

**THANK YOU**

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