A group of people posing for the camera

Description automatically generated

***People Management Resources***

***Follow-up session***

**FEEDBACK**

*Self-learning resource available on Tembo:* [*https://tembo.msf.org/course/view.php?id=333&section=6*](https://tembo.msf.org/course/view.php?id=333&section=6)

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| **Objectives**   * + - Describe different ways and practices of sharing feedback that are empowering for your team members * Share experiences (on both ends) of empowering feedback |

**Duration : 80 minutes**

**WORKSHOP OUTLINE**

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| 10’ | ***If first/only session***  Take a moment for:   * ice-breaking * propose/co-design working agreement (no judgement, participation, confidentiality…) |
| ***If other sessions before***  Take a moment to   * welcome participants, quick ice-breaker/energizer * come back to last session (what they remember, what they applied…) |
| 5’ | **Introduction**   * Ask: ***How often do you receive feedback from your manager?*** Raise your hand the higher the more frequent feedback you receive   **Objectives**   * + - Describe different ways and practices of sharing feedback that are empowering for your team members * Get examples of empowering feedback   **Outline**   * We will reflect on how in each different context feedback can take different forms, and how they reach the purpose of empowering feedback or not * We will share past experiences of feedback that had an impact (on us and on our staff) |
| 10’ | Remind/explain briefly   * That the objective of feedback is to empower staff (to do more of what they do well and modify behaviours that don’t work so well), NOT to blame/judge * That there are different ways to share feedback, according to cultures (ethnic, but also professional- mention different professions present in MSF with different communication styles…). Present briefly the relevant scale of culture (axis between direct feedback -Negative feedback is provided frankly, bluntly, and honestly without being softened by positive feedback and indirect feedback- Negative feedback is provided softly, subtly, and diplomatically while given within positive feedback.) Both are fine as long as they illustrate the six OCB management values. |
| 25’ | **Activity 1**   * In sub-groups (15 min), describe how feedback is done in our project, and in our teams. Is it always reaching its purpose to empower staff, making them feel safe and supported? If not, what could we change? * Share in plenary your findings |
| 5’ | **BREAK/ ENERGIZER** |
| 25’ | **Activity 2**   * + - * In sub-groups (20 min), share experiences about feedback that helped you to grow in your career and as a person. Share also experiences when you shared positive feedback to your team members, and you saw it had an impact on them (boosted their self-confidence, encouraged them to go further and try new things, or take new roles)       * In plenary, ask if any participants would like to share any insights. |
| 5’ | Closing round  Ask each participant to share in turn:  - one thing that they take from this session  OR  - one question that they still have  OR  - one thing that they will do differently now (even small)  OR  - how do they feel at the end of the session  OR… |