



4-H Briefs

Fun ideas to help members and families explore 4-H projects

Oklahoma Cooperative Extension Service 4-H Youth Development

Communication Feedback

FOCUS:

Reacting - understanding the communication signals being given by others.

LEARNER OBJECTIVE:

To enhance awareness of verbal and non-verbal communication patterns.

BACKGROUND:

Feedback is an important measure of communication effectiveness. The longer the distance between the sender and receiver, and the longer the time between the message being sent and feedback received, the more difficult it is to use feedback to make communications successful.

Feedback Rules:

1. Must be non-verbal communication behaviors that were observed.
2. Is descriptive and specific.
3. Must be constructive. Its purpose is to inform and enlighten, not to embarrass.

MATERIALS:

- Group of 3 to 5 people
- 3 x 5 index cards
- Pencils

ACTIVITY:

Have each member of the group write everyone's name, using a different card for each member. Each person will then write one sentence of feedback on each card. The feedback should describe a non-verbal communication behavior about the other person.

Remember to follow the feedback rules.

After everyone has written a sentence about what they observed for each group member, distribute the cards to the appropriate people. Now have the group discuss the feedback.

Repeat the activity only this time concentrate on verbal communication behaviors. Listen for different types of statements. Each statement will tell what type of communication motive the person had.

DISCOVERY:

1. How did you feel about giving and receiving feedback?
2. Which kind of feedback was more difficult to deal with? (verbal vs. non-verbal)
3. What conclusions can you draw about yourself from your verbal and non-verbal behaviors?
4. What conclusions can you draw about communication behaviors in general?

PIECING IT TOGETHER:

- What changes in your communication behavior did you discover you would like to make?
- What might be some benefits in changing your communication behavior?
- How can receiving feedback help you improve yourself?
- Why are communication behaviors important?

TRY THIS:

Watch others to see how their verbal and non-verbal feedback varies in different situations. For example, how do people act in a fast food restaurant compared to a fancy restaurant?

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