



NEW BUSINESS ENGLISH 5

Lesson 48

Feedback and Evaluation



LEARNING GOALS

- ◆ Giving Feedback
- ◆ Responding to Compliments
- ◆ Responding to Negative Feedback



What would you say?

Scenario: You have just finished giving a presentation. Your manager praised you for a job well done. How would you reply to her?



It was the best discussion this quarter. You were witty and very informative.

Situational Dialogue


- ▶ Jordan gives Selena feedback on her presentation.

Jordan Brett



Selena Leroy



A cartoon illustration of a man with brown curly hair and a beard, wearing a dark blue suit, white shirt, and blue tie. He is holding a grey folder or laptop under his left arm and gesturing with his right hand.

Hi Selena. I admired the idea you presented in the meeting earlier. Your suggestions were very insightful.

A cartoon illustration of a woman with long, wavy brown hair, wearing a black blazer over a white top and a red and white checkered scarf. She has her hands clasped in front of her and is smiling.

Oh. I appreciate your kind words, Jordan. That just made my day.



It was almost perfect until you interrupted Kenzo when he was explaining his idea. Perhaps it made him disheartened.

Yes, I'm aware of that. I realized my behavior was inappropriate when he fell into silence. I'll apologize to him later to clear the air. Anyway, thank you for telling me.

My pleasure.



Key Vocabulary

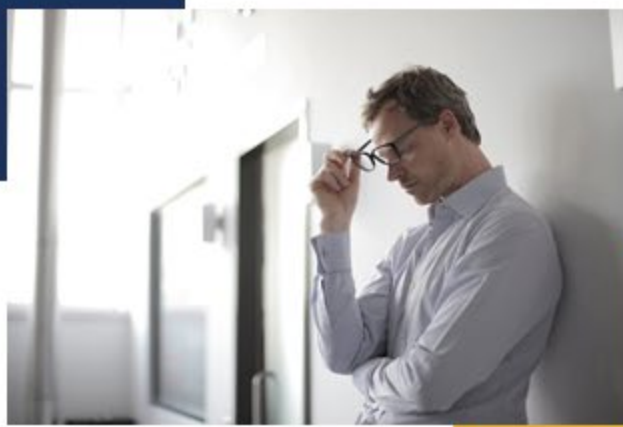
Learn the new words and answer the questions.



insightful

(adj.) showing a clear and usually original understanding of a complicated problem or situation

e.g. He gave an **insightful** presentation this morning.



disheartened

(adj.) having lost confidence, hope, and energy

e.g. He felt **disheartened** by the results of the presentation.



inappropriate

(adj.) not suitable for a particular situation or person

e.g. It was **inappropriate** for him to leave the client alone.

Dialogue Review

Have a role play and answer the questions.



Jordan gives Selena feedback on her presentation.

Jordan: Hi Selena. I admired the idea you presented in the meeting earlier. Your suggestions were very **insightful**.

Selena: Oh. I appreciate your kind words, Jordan. That just made my day.

Jordan: It was almost perfect until you interrupted Kenzo when he was explaining his idea. Perhaps it made him **disheartened**.

Selena: Yes, I'm aware of that. I realized my behavior was **inappropriate** when he fell into silence. I'll apologize to him later to clear the air. Anyway, thank you for telling me.

Jordan: My pleasure.

Learning Goals

Let's check the learning goal!



Jordan gives Selena feedback on her presentation.



1. Giving Feedback

Jordan: Hi Selena. **I admired the idea you presented in the meeting earlier. Your suggestions were very insightful.**



2. Responding to Compliments

Selena: Oh. **I appreciate your kind words, Jordan. That just made my day.**

Jordan: It was almost perfect until you interrupted Kenzo when he was explaining his idea. Perhaps it made him disheartened.

Selena: **Yes, I'm aware of that.** I realized my behavior was inappropriate when he fell into silence. **I'll apologize to him later to clear the air. Anyway, thank you for telling me.**



3. Responding to Negative Feedback

Jordan: My pleasure.

Learning Goals

Learn the key expressions and sentence structures.

∴ Giving Feedback

- I admired the way you ...
- ... was/ were very impressive.
- It's advisable to ...
- It would have been nice if you ...

Example Sentences:

- I admired the way you presented your idea today.
- Your presentation was very impressive.
- It's advisable to let others finish talking first before you speak.

When giving negative feedback:

- Make sure your feedback doesn't sound like an "attack".
- Give suggestions on what is more advisable to do in the future.



How often do you receive feedback at work?

Learning Goals

Learn the key expressions and sentence structures.

∴ Responding to Compliments

STEP 1: Expressing Thanks

- I appreciate your ...
- Thanks for

STEP 2: Sharing How You Feel

- That just made my day.
- It means a lot to me.

Example Sentences:

- I appreciate your kind comment. That just made my day.
- I appreciate your feedback. It means a lot.
- Thanks for your concern. That just completed my day.
- Thanks for your encouragement. It means a lot to me.



How would you feel after receiving positive feedback?

Learning Goals

Learn the key expressions and sentence structures.

∴ Responding to Negative Feedback

- I'm aware of + **(noun)**.
- I apologize for + **(noun)** I made.
- I'll see what I can + **(verb)**.
- Thank you for + **(noun)**.

Example Sentences:

- I'm aware of what happened. I apologize for the mistake I made. I'll see what I can do to make it up to you. Anyway, thank you for informing me about this.

Steps to Respond to Negative Feedback:

1. Acknowledge your mistake.
2. Apologize for the mistake done.
3. State your action plan.
4. Express gratitude to the feedback giver.



How do you deal with negative feedback?

Semi-open Dialogue

Have a role play.

Scenario: Your manager is giving you feedback on your monthly performance.

Listen to her feedback and respond to her feedback accordingly.



∴ You can refer to the following expressions:

- I appreciate your ...
- Thanks for ...
- I'm aware of that.
- I apologize for + (noun) I made.
- I'll see what I can + (verb).

Learn a feedback model to give better feedback to someone.

∴ SBI Feedback Model

The Situation-Behavior-Impact (SBI) model can help you to deliver more effective and better feedback because it focuses on specific behaviors or even situations. This is used to provide concise and nonjudgmental feedback.

S

Situation

Describe the situation. Be specific about when and where it occurred.

B

Behavior

Describe the observable behavior. Don't assume you know what the other person was asking.

I

Impact

Describe what you thought or felt in reaction to the behavior.



How do you give feedback to your colleagues?

Overview

Keywords and expressions:

insightful/ disheartened/ inappropriate

I admired the way you ...

... was/ were very impressive.

It would have been nice if you ...

I appreciate your ... That just made my day.

Thanks for ... It means a lot to me.

I'm aware of + (noun).

I apologize for + (noun) I made.

I'll see what I can + (verb).

Thank you for + (noun).

