



# ARC Counselling and Information Service

## Peer mentor training – worksheet

### Feedback

Feedback is really important because it's one of the best ways to learn and to improve.

However, as you will probably know, there are good and bad ways to give feedback. The 'bad' ways may make the person receiving the feedback feel criticised or feel bad about themselves. It won't help them to learn. Good feedback can help make someone feel understood and appreciated, as well as enabling them to improve and learn.

### The feedback sandwich

The feedback sandwich basically means providing the useful feedback in between two positive comments. This means that the person starts off feeling good and ends up feeling good.



So how do you do this?

- State what was done well and be specific
- State what could be improved upon, again being specific
- Give rounded praise

General comments won't help, because the person receiving the feedback won't know exactly what they did well or what could be improved upon. This kind of feedback is useless and will probably be forgotten or ignored. When you are specific, the other person can see that you have really been paying attention and have taken the time to think about what they did. This can help them to feel more important and more appreciated. They are more likely to hear what you have said and to remember it and learn from it.

Remember:

**There is no failure, only feedback!**