

## Appreciative feedback culture

### *General:*

- Feedback is there to help students with self-assessment, to encourage and motivate them
- Feedback on a lecture/presentation should be given by both the lecturer and fellow students
- Depending on the examination performance (e.g. term papers), students should also be able to receive individual feedback from the lecturer in one-on-one discussions
- The student should receive feedback on an examination/study achievement within a reasonable time frame
- Students should give honest feedback; lecturers should encourage students to give honest feedback (positive & negative)
- Lecturers also have the right to get feedback; feedback can help the lecturer to experience differences between self-perception and external perception in relation to their own teaching experiences

### *... for feedback providers:*

- Only describe: first observation, then (perceived) effect
- I-you/you formulations (no generalization)
- Constructive and appreciative
- Only refer to changeable behaviors; if possible: point out alternative behaviors
- Formulate as precisely and concretely as possible
- Ideally: name and explain positive and negative points

### *... for feedback recipients:*

- Listen and let them finish - do not defend/justify: accept the feedback
- Show a willingness to improve: listen attentively
- Ask questions of understanding if necessary
- Thank for the feedback