



UNIT 4

Element 2 – Learning Outcome 2

TRANSCRIPT: FEEDBACK



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Welcome to this video-lecture of Live Text Access – Training for real-time intralingual subtitles.

2 Slide 2

This is Unit 4 Entrepreneurship and service competence - Element 2: Stress management and personal skills.

3 Slide 3

My name is Julia Borchert and this lecture is about giving and receiving feedback. The materials are created by SUBTI-Access and ZDF Digital.

4 Slide 4

This is the learning outcome: The trainee can deal with feedback as well as provide feedback and solutions in conflictive situations.

5 Slide 5

Here you see the Agenda. At first, I will go into the subject nonviolent communication. Then we will have a look what to consider when giving or receiving feedback. And at the end I will shortly say something about possible conflictive situations in the working environment.

6 Slide 6

At first the nonviolent communication.

7 Slide 7

Nonviolent communication (NVC) is a concept developed by Marshall B. Rosenberg in the beginning of the 1960s. He was a psychologist from the United States and founder of the non-profit centre of nonviolent communication. Furthermore, he was an international active mediator.

Rosenbergs model of nonviolent communication intends to enable people to deal with each other in such a way that the flow of communication leads to more trust and joy in life. In this sense, NVC should be helpful in everyday communication as well as in peaceful conflict resolutions in the personal, professional or political sphere.

8 Slide 8

Here you see a wolf and a giraffe. Marshall B. Rosenberg connects with these two animals the violent and non-violent language. The wolf with its pointed teeth is a symbol of the one who bites with his language and thus hurts the other. The giraffe, on the other hand, has a wonderful overview of the situation with its long neck and can see everything from above. In addition, it has a large, powerful heart. That's what nonviolent communication is all about.

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The concept of nonviolent communication shows us a transformation of our linguistic expression and our way we listen to others. The concept is broadly based on perceiving one's own needs and those of others. Due to this, we are able to see the relationship to the communication partner from a different perspective. Most conflicts between individuals or groups arise from miscommunication about their human needs, due to coercive or manipulative language that aims to induce fear, guilt, shame or other bad feelings.

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Rosenberg invites NVC practitioners to focus attention on four components in communication:

Observation: What do we hear others saying? What do we see others doing? The goal:

Communicating our observation to the other without evaluation or judgment. Simply describing.

The second component: Feeling: It is advisable to express how we feel, when observing the action of the other person. Am I feeling...? (hurt, frightened, glad, amused...) As an example.

Needs: By this Rosenberg means expressing what our basic human needs are behind the feelings. All individuals have needs and values that sustain and enrich their lives. When those needs are met, we experience comfortable feelings, like happiness or peacefulness, and when they are not, we experience uncomfortable feelings, like frustration. Understanding that we, as well as those around us, have these needs is perhaps the most important step in learning to practice NVC and to live empathically.

And the last component is Request: To make clear and present requests is crucial. When we learn to request concrete actions that can be carried out in the present moment, we begin to find ways to mutually and creatively ensure that everyone's needs are met.

The main aspect of NVC is to express yourself honestly with the help of these four components. And also, to listen empathically. Which is much easier, when you have these four components in mind.

11 Slide 11

Now some general points about feedback culture. And the application of aspects of NVC in giving and receiving feedback.

12 Slide 12

What is feedback? Feedback is an assessment or a perception by another person. Used correctly, feedback can be enormously helpful. At work, it's essential for advancement. It can supplement self-perception or self-assessment. As far as possible the external assessment and perception should be objective.

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Those who give feedback can tell the other person how his or her behaviour appears or is received, how he or she assesses the situation or performance, or what potential for improvement is identified.

However, feedback is not always welcome and needs clear rules.

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Let us have a look at this simple feedback sentence: „You have done a good job on this report.“

Obviously, this is a compliment, but often compliments – even when they sound positive – are judgments about others. In this case the receiver can also hear maybe following in the message: In the past jobs I didn't make a good job. I can improve and do it better. The sender has the right to judge my work or the sender knows it better than me → Which can evoke a feeling of inferiority and therefore unmet needs.

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To prevent that a message is being misunderstood or misinterpreted it's important to be aware of a few things. FYI this example refers to a positive feedback like the one from the slide before.

As the sender of feedback: express your appreciation and recognition because you like what the person did and not to manipulate or because of other ulterior motives.

And as a receiver of a compliment or a positive feedback, accept recognition without feelings of overconfidence or wrong humility. Otherwise, the tone can sound from the top.

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Here the most important feedback rules: Get an overview: It's important to judge the whole thing professionally. You need to know all variables.

Right timing: The willingness to receive feedback must be there. Otherwise, it gets the character of an instruction. The best is to give feedback as an answer to a question. Nevertheless, feedback should be given as promptly as possible, otherwise the reference to the situation increasingly fades.

A good setting: If possible, give feedback only without others listening, especially if it's critical.

Formulate I-messages: talk about your personal observations and impressions. For example: "I had the impression ...". And describe your expectations like "I would be happy if in the future you..."

Show perspectives: It is helpful showing constructively the other person new, different perspectives without judging the other.

Accept feedback: Accept the other person's observations for what they are: his or her perception of things and not more. If anything is not clear: ask!

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Conflictive situations.

18 Slide 18

Conflicts are often perceived as something very bad, but they are natural and unavoidable. They are part of everyday life and also in the working environment. It is crucial that conflicts proceed constructively and are resolved without escalation. Especially when the working situation is stressful, conflicts can easily appear. And the working environment of a speech to text interpreter is often connected with stress like we have learned from the LO before in this element.

19 Slide 19

Example: You are working with a colleague together in a team at a conference of a big company. Because of the duration and the effort, you are working in alternation. When one is respeaking the other one makes a break. Now it's your turn to relax for a few minutes and you are listening to the respeaking of your colleague. After a certain time, you realize that your colleague makes mistakes and that he is not concentrated enough. Moreover, your colleague is looking at his cell phone and texting a message while respeaking. You realize that the quality is suffering a lot and you take over again. After the job is finished you want to talk about it with your colleague and you gave him a feedback.

You are a bit mad and say: „What's wrong with you texting while you're working? You made a very bad job today and that annoys me.“

Your colleague feels attacked, wants to play the ball back and yells at you: „You are not my boss and you made also a lot of mistakes.“

20 Slide 20

Therefore, it's important for the feedback provider to create an informal and calm atmosphere for this and also to pay attention to the feasibility of the feedback. Let's have a look at the four components NVC is teaching us again.

Observation: You notice that your colleague is distracted but you don't judge it. Simply observe what is happening.

Feelings: When you observe the mistakes of your colleague notice what is happening with you. What kind of emotions and physical sensations do you feel? Here it's important to distinguish between feelings and thoughts. Because maybe you think about the client and that you need to do a good job here. But your feeling in this situation is that you are angry and disappointed.

Needs: Here the uncomfortable feeling of anger and disappointment are experienced from unmet needs like recognition, appreciation or cooperation. Understanding that we, as well as those around us, have these needs is very important.

Request: Make a clear and present concrete request. Think about what would you help in your unmet needs now. So, we begin to find ways to cooperatively and creatively ensure that everyone's needs are met.

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Now the attempt to apply all this. A better feedback could probably be something like this: „How are you today? I noticed a few times that you were unfocused and made mistakes.“

From NVC we learn that it's good to express anger completely. So you can also say: „I'm a bit disappointed about making mistakes. Because I wanted to make a good job.“

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This feedback is less personal and your colleague is probably not feeling attacked directly. His/her responds is now maybe: „I'm not feeling well today because of private problems. I wanted to stay focused, but I was distracted. That's true.“ „I'm sorry about the mistakes.“

Think about the giraffe here again. Because now you know that there is a reason for his/her behaviour and that there are unmet needs. Now it's easier to be empathic and to prevent a conflict. In changing the perspective, you are able to have a better understanding for your colleague's situation and you can be more sensitive.

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To come to a harmonic end of this situation you request what you need now. Maybe you want to prevent that something similar is happening in the future. Then you can say: „I would be happy if in the future you tell me that you have a problem before the job starts. So I'm aware of it and can take over more.“ Now your colleague feels understood and you are able to interact empathically with each other.

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Summary

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The concept is broadly based on perceiving one's own needs and those of others. Most conflicts between individuals or groups arise from miscommunication about their human needs, due to coercive or manipulative language that aims to induce fear, guilt, shame, etc.

26 Slide 26

The main aspect of NVC is to express yourself honestly and to listen to others empathic with the help of these four components. Observation, Feelings, Needs and Request. Concerning feedback, it's necessary to have a few clear rules in mind. This applies to both: giving and receiving feedback.

Once a conflict exists, it rarely resolves itself. Conflict management requires a clarifying discussion. This discussion usually proceeds in five typical conflict phases: Kick-off, Self-declaration, dialogue, solution and closing

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Exercises

28 Slide 28

The exercises for this video lecture are in the Trainer's Guide and the PowerPoint file.

29 Voiceover

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Authors: Julia Borchert

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31 Additional metadata¹

Title or file name of resource	U4_E2_LO2_Feedback _TRANSCRIPT.docx
Version	FINAL
Description of resource	Audio transcripts for the video lecture about feedback
Keywords	Project management, stress management, communication, conflicts
Author/Contributor	ZDF Digital, SUBTI-Access
File type	Text
Length (pages, actual length of audio or video)	12 pages
Copyright holder	ZDF Digital, SUBTI-Access
Other related pedagogical assets	PowerPoint Presentation, other videos in the YouTube playlist of the Unit
Related subject or skill area	Unit 4. Entrepreneurship and service competence
Publisher	LiveTextAccess
Format	PDF file
Issued	22 March 2021
Language	English
Licence	CC BY-SA 4.0
Accessibility	PDF checked with TingTun
Certified by	ECQA: http://ecqa.org/

¹ The scheme used is an adaptation of the format provided by the EU project 2014-1-DE01-KA203-000679