

Justice Institute of British Columbia
COURSE OUTLINE

Course Code:	CCR171
Course Title:	Giving and Receiving Constructive Feedback
Prerequisite Courses:	CCR100 (formerly CR110A) or CCR101 (formerly CR110B)
School:	Community and Social Justice
Division/Academy/Centre:	Conflict Resolution
Previous Course Code & Title:	CR206-Giving & Receiving Constructive Feedback
Course First Offered:	June 1, 2008

# of Credits:	1.0
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Course Description:

In this course, you will explore and practice the essential elements of giving and receiving feedback constructively. You will learn how to create opportunities for growth and increased understanding through giving and receiving constructive feedback. Critiquing the work or behaviour of others can be one of the most difficult tasks that we perform as individuals, colleagues, supervisors and managers. We are often called upon to give feedback, which, if done poorly, can damage relationships, limit opportunities and increase stress. *Instructor: Deborah White*

Course Goal(s):

At the completion of this 2-day (14-hour) course, the learner will be able to:

- Receive feedback well and give useful feedback

Learning Outcomes:

Upon successful completion of this course, the learner will be able to:

1. Identify own attitudes and beliefs about feedback.
2. Manage self when giving or receiving feedback.
3. Describe the purpose of receiving feedback.
4. Receive feedback well:
 - Internal dialoging.
 - Listen for the message.
 - Show understanding by paraphrasing and reframing.
 - Gather specifics by using probing skills.

5. Describe the elements of giving constructive feedback.
6. Give constructive feedback.
7. Use clear and specific descriptive language.
8. Acknowledge and manage resistance.
9. Manage unconstructive feedback.
10. Set limits when feedback is unconstructive.

Course Topics/Content:

- Reasons for receiving and giving feedback.
- Examples of negative internal dialogue.
- How to and skills for receiving feedback well.
- Setting limits and disengaging in hostile situations.
- Receiving feedback – setting limits.
- Giving good feedback.
- Managing the defensive response.
- Descriptive language.
- Starters – descriptive language.
- Giving feedback – scenarios.
- Managing resistance.

Text and Resource Materials:

Required:

White, D. (2002). *Feedback – How to Give and Receive It*. New Westminster: Justice Institute of BC.

Recommended:

Course Level:

X	First Year		Second Year		Third Year		Fourth Year
	Graduate		Other (describe):				

Equivalent Course(s) within the JIBC: None

Class Delivery Methods:

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	14			
Simulation/Lab				
Practicum/Fieldwork				
Online				
Correspondence				
Total Class Hours	14			

Comments on Delivery Methods:

Course Grading System:

	Letter Grades		Percentage	X	Pass/Fail
	Complete/Incomplete		Attendance Only		

Passing Grade:	Pass
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Evaluation Activities and Weighting:

Final Exam	%	Assignments	%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	40%	Other	%
Quizzes/Test	%	Simulations	60%	Practicum	%	TOTAL	100%

Comments on Evaluation Activities and Weighting: Criterion-referenced evaluation.

Other Course Guidelines, Procedures and Comments:

1 or 2-Day Course: Learners must attend the full course to receive credit.

All Courses: If the course involved a coached skills-practice simulation, the learner must complete the simulation, or they will receive a status of "no credit granted" for the course on their student record. This status can be upgraded to "credit granted" by attending a Use It or Lose It Clinic.

Course Outline Changes: All changes to course outlines communicated to learners in class.

View official versions of related JIBC academic regulations and student policies in the *JIBC Calendar* on the following pages of the JIBC website:

Academic Regulations:

<http://www.jibc.ca/programs-courses/jibc-calendar/academic-regulations>

Student Academic Integrity Policy
Academic Progression Policy
Admissions Policy
Academic Appeals Policy
Evaluation Policy
Grading Policy

Student Policies:

<http://www.jibc.ca/programs-courses/jibc-calendar/student-policies>

Access Policy
Harassment Policy – Students
Student Records Policy
Student Code of Conduct Policy

JIBC Core Competencies

The JIBC promotes the development of core and specialized competencies in its programs. Graduates of our programs will demonstrate high levels of competence in the following areas:

Critical thinking

Identify and examine issues and ideas; analyze and evaluate options in a variety of fields with differing assumptions, contents and methods.

Communication, oral and written

Demonstrate effective communication skills by selecting the appropriate style, language and form of communication suitable for different audiences and mediums.

Leadership

Inspire individuals and teams to reach their potential by embracing innovation through strategic thinking and shared responsibility.

Independent learning

Show initiative by acting independently in choosing effective, efficient and appropriate applied learning, research and problem solving strategies.

Problem solving

State problems clearly; effectively and efficiently evaluate alternative solutions; choose solutions that maximize positive and minimize negative outcomes.

Interpersonal relations

Know and manage oneself; recognize and acknowledge the needs and emotions of others including those with diverse backgrounds and capabilities.

Inter-professional teamwork

Understand and work productively within and between groups, respect others' perspectives and provide constructive feedback with special attention to inter-professional relationships.

Information literacy

Recognize and analyze the extent and nature of an information need; efficiently locate and retrieve information; evaluate it and its sources critically, and use information effectively and ethically.