

October 2026 Education Forum

Feedback in Practice: Core Skills for Continuous Learning and Improvement

Feedback becomes most powerful when it shifts from an event to a professional practice. To create the conditions for a culture of feedback, consider viewing feedback through several lenses: receiving it and responding to it with appreciation, evaluating where it comes from, asking for with intention, and delivering it for learning.

RECEIVING FEEDBACK

Being on the receiving end of feedback can be uncomfortable. Focus first on your mindset, recognizing that your role in receiving feedback is not to necessarily agree with it or apply it, but rather to accept it, to hear it willingly and without a reactive response. Your goal is to learn from feedback, no matter where it originates.

Phrases to Express Appreciation

- I appreciate your honesty and willingness to provide feedback.
- That's helpful insight. Thank you for bringing it to my attention.
- I appreciate you highlighting that.
- Thank you for helping me see this from a different angle.
- I value your perspective and appreciate you sharing it.
- That's helpful input and gives me a direction to explore.
- I may not have seen it that way before, so I appreciate the insight.

EVALUATING FEEDBACK

As you receive feedback, consider the elements of the giver. This knowledge will help you make sense of the feedback and determine what to do with it – accept and apply it, probe more deeply, or set it aside.



THEIR ROLE

What relationship do they have to the experience?



THEIR EXPERTISE

How knowledgeable are they about the topic or skill?



THEIR PERSPECTIVE

What lens do they bring to the work?



THEIR STAKES

To them, what outcome matters most?

ASKING FOR – AND RESPONDING TO – FEEDBACK

If it's not already, seeking feedback should become a part of your routine as an educator. It will strengthen your content and help you streamline your approach to designing and building learning. Most importantly, practicing asking for feedback will help you model the way for others and help us normalize a culture of feedback.

Provide clarity, context and direction when asking for feedback, and use open-ended questions and phrases to invite more detailed responses. Consider what you are trying to improve, what you would like someone to watch or listen for and provide insight about, and remind yourself why you value their perspective.

Phrases to Invite More Detail

- Tell me more about what led you to that conclusion.
- What specifically stood out to you?
- Can you share an example that would help me better understand?
- What would have made the experience more effective?
- What topics would you like to see covered in greater depth?
- Which activity or resource had the greatest impact, and why?
- How well did the content address your needs or goals?
- Where did you experience confusion or have unanswered questions?
- What changes would make the activities more meaningful or interactive?
- Which skills or concepts are you most likely to use moving forward?
- What do you recommend to improve this experience for future participants?

GIVING FEEDBACK WITH SBII

Situation

Describe the situation. Create context; be clear about when and where the behavior occurred.

Behavior

Describe the observable behavior. Stick to what's true without interpretations. Communicate specific behaviors that were directly observed.

Impact

Describe the impact. Be specific and personal; share the impact of your experience and/or the interpretation you made of the impact on others.

Intent

Ask about the person's intentions. Ask curious questions to draw attention to the gap between intent versus impact.



SBII PREP WORKSHEET

Situational Details (topic, person, date): _____

SITUATION

Describe the situational context (when/where). Consider your intention: What do you want to achieve?

BEHAVIOR

Describe the specific, factual behavior observed. Be aware of any stories you might be telling yourself.

IMPACT

Describe the impact(s) you've seen or felt - on you/the team/the situation. Focus on using "I" statements.

INTENT

(THROUGH INQUIRY)

Invite them into the conversation by asking the person's intentions. Consider how you want to move forward.

