

Small Group Activity: Feedback Roleplay

Appropriately recognizing and communicating others' accomplishments can lead to increased commitment, engagement and confidence. Using communication skills and strategies to effectively give and receive feedback can empower laboratorians at the workplace by providing a sense of ownership, leading to accountability and improving productivity.

In this activity, participants will work with a partner to roleplay two scenarios involving giving/receiving constructive feedback and recognition.

Instructions

1. **Identify Roles:** Choose one partner to be Person 1, the “receiver,” and the other to be Person 2, the “giver.” Everyone will perform both roles for both scenarios.
2. **Act it Out:** Using the prompts below, roleplay Scenario A. Try to incorporate as many of the tips provided as possible for each role. **Switch roles after two minutes** (no more than five minutes total); **repeat this process for Scenario B.**
3. **Reflect:** Discuss the activity with your partner for **five minutes**, using the reflection questions below as a guide.
4. **Report Back:** If you are using this exercise with a larger group, consider including time for participants to share their reflections or discuss the experience with the larger group.



Use this in conjunction with the other Empowering Colleagues resources in the [Effective Communication for Aspiring Laboratory Leaders Toolkit](#), designed by Cohort 17 of the [APHL Emerging Leader Program](#) to empower public health laboratory professionals to be better leaders by improving communication skills.

The toolkit has three sections:
Relationship Building, Empowering Colleagues and Conflict Resolution.

Scenarios

Scenario A: Constructive Feedback

- **Person 1:** You are a laboratory tech and a critical process you completed has failed.
- **Person 2:** You are Person 1's supervisor. Provide feedback to Person 1 about this incident.
- **Person 1:** Respond to feedback from Person 2.

Tips for Giving Feedback	Tips for Receiving Feedback
<ul style="list-style-type: none">• Be clear and direct.• Help solve the issue rather than placing blame.• Set goal(s) for behavior(s) to change.• Offer support and encouragement.• Offer additional resources.• Ask for feedback in return.	<ul style="list-style-type: none">• Approach with an open mind.• Actively listen.• Be receptive.• Control emotions.• Ask for clarification if needed.• Thank the person.

Scenario B: Recognition

- **Person 1:** You are a laboratory tech and went above and beyond to complete work by the end of an exceptionally busy week.
- **Person 2:** You are Person 1's supervisor. Recognize Person 1 for a job well done.

Tips for Giving Recognition	Tips for Receiving Recognition
<ul style="list-style-type: none">• Be authentic and specific.• Personalize recognition.• Be generous with positives.• Highlight the process and the impact.• Acknowledge all team members over time.	<ul style="list-style-type: none">• Say thank you.• Be receptive.• Be proud and confident.• Stay humble.• Do not trivialize it.

Reflection

Take **five minutes** to reflect on the following questions with your partner:

1. What strategies did you find most helpful for giving/receiving feedback?
2. What strategy did you use? What other strategies could you have used?
3. How do you like to be recognized? How do you like to give recognition?
4. What did you learn during this activity?

In one sentence or a short phrase, summarize your answer to the following question and write it on a sticky note to share with your partner: *What is the most important consideration when empowering colleagues?*