

FACILITATION TECHNIQUE	Feedback: Start, Stop, Continue
CORE PURPOSE / FOCUS	#providing feedback #giving feedback #intragroup openness
PHASE	#closing #review #get-to-know
SKILL / CONTENT	#empathy #communication #introspection #active listening #appreciation #evaluation
TIME FRAME IN MINUTES	#<15 #<30 #<60
GROUP SIZE IN PERSONS	#>30
FACILITATION LEVEL	Skilled
COMFORT ZONE	Stretch

Introduction

Regular, effective feedback is one of the most important ingredients in building constructive relationships and thriving teams. Openness creates trust and trust creates more openness. Feedback exercises aim to support groups to build trust and openness and for individuals to gain self-awareness and insight. Feedback exercises should always be conducted with thoughtfulness and high awareness of group dynamics. This is an exercise for groups or teams that have worked together for some time and are familiar with giving and receiving feedback. It uses the words “stop”, “start” and “continue” to guide the feedback messages.

The main goal is to support

- groups in building trust and openness
- individuals to gain self-awareness and insight

Necessary tools (what you need)

Pick a proper videoconferencing tool which is

- available for all
- allows you to assign participants into rooms
- allows participants to write & share the notes

Steps

1. Work in a small team or organize a larger group into groups of around 4 to 6. Groups should have spent significant time working together and have a range of shared experiences to draw from when giving feedback. *Facilitator notes: With newer or less mature groups, use simpler feedback exercises before using this one.*
2. Give the instructions: “Write down the name of the person you are addressing. Complete the two sentences for that person. Use the [principles for effective feedback](#). Sign it with your name.” Tell participants that they should reflect on each of the three prompts (Start, Stop, Continue), but they do not have to use all three if they cannot think of relevant feedback.

To my colleague XYZ:

- Something I would like you to **START** doing is...
- Something I would like you to **STOP** doing is...
- Something I would like you to **CONTINUE** doing is...

Signed: ME

3. In each smaller group, each participant completes the above sentences using one message for each participant in the group. Once all participants in a group are done writing, they deliver the feedback, one-by-one, verbally, handing/sharing the post-it note/message to its addressee afterward.
4. Debrief afterwards asking how helpful it was & whether there was something of a big surprise.

Tips & Tricks

- If running the activity in groups, use a video conferencing tool where you can assign the participants into breakout rooms (e.g. Zoom).
- When briefing the exercise and assigning the groups to work together, keep all participants in the main video conference room and explain best practices.
- After this step is completed, turn on breakout rooms so each group can work on their tasks
- If the group members are in one place physically, you might need also Post its & Markers/Pens.

Source

<http://toolbox.hyperisland.com>



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