

Positive and Corrective Feedback

Feedback is a behavior-specific description of a young person's actions or performance intended to guide future behavior. It does not judge behavior. By giving feedback, we help young people assess their own actions and identify areas where they are right on target, and we provide tips on what they can do better in the future.

Feedback is different from praise, which often provides very general, positive verbal rewards such as "great job." Praise is not behavior-specific and does not provide any guidance for future actions.

Positive feedback - describing specific behavior emphasizing the youth's strengths and demonstrated competencies.

Corrective feedback – describing the behavior and offering or eliciting an alternative action, asking what s/he could have done differently.

Examples:

1. Billy has spent several hours working on a very complex geometric design. He shows you his drawing.

Praise: *Good job, Billy!*

Positive feedback: *I like the detail you put into the drawing, the patterns and shapes. It shows that you did a lot of work on it.*

2. You are teaching Carmen to do the laundry. She has collected all the laundry and started stuffing it all in the washing machine, mixing white and colored clothing.

Possible response: *Stop, Carmen, you are doing it wrong!*

Corrective feedback: *Carmen, you are putting white and colored clothing together into the washing machine. How about separating the white and colored clothing? They need different temperatures to wash and, if washed together, the colored clothing might bleed onto the white clothes.*

What would you say? Practice...

During a cooking class Maggie is spending a lot of time helping her classmate Jenny review the cooking instructions, prepare the ingredients, and get started with the first cooking steps.

Positive feedback: _____

You are working with Sam on his phone skills. One of his practice calls is to the local library to inquire about its weekend hours. He explains to the person on the phone why he is calling and what information he is looking for. After he listens to the answer he hangs up the phone.

Corrective feedback: _____