

# Contents

---

- Preface to Series ■ v
- Introduction ■ 1
- How To Be a Better Instructor and Manager ■ 1
- What Is Feedback? ■ 2
- Examples of Feedback ■ 2
  - At School ■ 2
  - In the Community ■ 3
  - In Sports ■ 4
  - At Work ■ 4
- Basic Rules To Follow When Using Feedback ■ 6
  - Rule 1: Select an Appropriate Quantitative Index of Performance ■ 6
  - Rule 2: Provide Immediate Feedback ■ 10
    - With Schoolwork ■ 10
    - In a Home ■ 10
    - On a University Track Team ■ 11
    - In a Work Setting ■ 11
    - Scoring Reading Rate ■ 11
    - Scoring Printing ■ 11
    - Exercise 1: Using Self-Scoring To Change One of Your Behaviors ■ 12
  - Rule 3: Provide Frequent Feedback ■ 13
  - Rule 4: Make Feedback Positive ■ 14
    - The Importance of Praise ■ 14
    - Practice Delivering Praise ■ 15
  - Rule 5: Give Feedback for Improvements ■ 15
  - Rule 6: Provide Group Feedback ■ 18
    - Exercise 2: Using Feedback with Groups ■ 19
  - Rule 7: Use Public Posting ■ 20
    - Choosing a Chart ■ 20
    - How To Construct a Chart ■ 27
  - Rule 8: Graph Your Results ■ 27

Rule 9: Encourage Comments About Performance ■ 28

Rule 10: Provide Additional Rewards When Needed ■ 30

Rule 11: Select Short Work Intervals ■ 33

Exercise 3: Putting It All Together ■ 33

Where To From Here? ■ 36

References and Further Reading ■ 37

© copyrighted material by PRO-ED, Inc.