



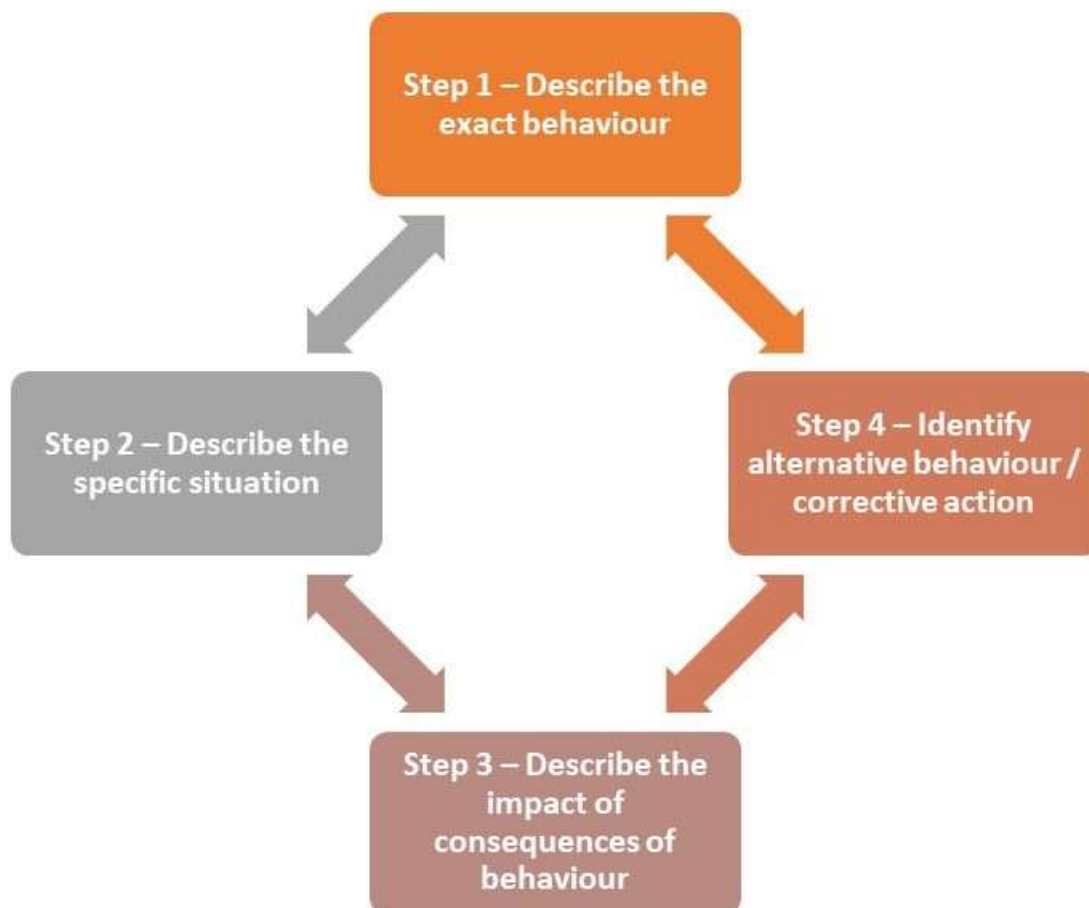
Handout 8

Model Answer

Feedback Activity

Feedback

Debriefing the activity you had to do for completing the feedback model Jennifer was working late when she received an urgent call from the printer. The front section of the client publication was missing....



Review the four step Jerome Model in your module

Step 1. What was exact behaviour?

We often react to emotions however it is important to identify the actual behaviour.

- Was her behaviour that Jennifer worked late?
- Did she have a “can do” or “positive attitude”
- Was she kind and caring?

Yes, to all the above but what was the “exact behaviour”

Jennifer rebuilt the missing section which had to be printed

- She spent two hours rebuilding the presentation

- Jennifer then delivered the pack it to the printers 20 miles away
- Her actions enabled the project to be delivered two hours earlier to the client

Step 2. Describe the specific Situation

- Jennifer was working late everyone else had left
- The printing company informed her that the front section of the publication was missing

This was not Jennifer's project

- She was unable to contact Mike the manager as well as the team as they had left the office
- Jennifer asked the printer to hold on till she rebuilt the missing portion – beyond the scope of her work.

Step 3. Describe the impact of the behaviour

- What we know from the case study?

The project was delivered to the customer and they were happy

Further it was delivered two hours earlier to the client

- What were the consequences of her actions?

Printing was completed on time

Client received the customer received the project earlier than expected

- These are additional consequences not mentioned

Jennifer's actions may have impressed the customer

This could help retain the customer and lead to further business

Step 4. Identify Alternative behaviour /corrective action

Mike and team need to consider what has to be done differently so that this mishap does not happen again

This could include:

- Compile a check list before work is sent to the client
- Make sure that the team working on the proposal/ printing/ Job are available at the office or can be contacted.

Jennifer needs to share the implications of her working late and amount of work she had to do to make this happen

What will happen should a similar situation occur? Jennifer may need to set boundaries for next time and so it does not happen again