

## CHARACTERISTICS OF REFLECTIVE FEEDBACK - A Cloze Activity

1. REFLECTIVE FEEDBACK promotes -----as part of a dialog between the giver and receiver of feedback.
2. REFLECTIVE FEEDBACK focuses on observed ----- rather than on the person.
3. REFLECTIVE FEEDBACK is ----- rather than judgmental.
4. REFLECTIVE FEEDBACK is ----- rather than general.
5. REFLECTIVE FEEDBACK is directed toward behaviors that the receiver can -----.
6. REFLECTIVE FEEDBACK is ----- rather than imposed.
7. REFLECTIVE FEEDBACK is ---- - -----.
8. REFLECTIVE FEEDBACK involves ----- rather than giving advice.
9. REFLECTIVE FEEDBACK considers the ----- -- ----- the receiver can use rather than the amount the observer would like to give.
10. REFLECTIVE FEEDBACK requires a ----- approach built on genuine concern.

(adapted by MK Richel from Bergquist and Phillips, 1975)

### WORD/PHRASE BANK :

	<b>amount of information</b>	<b>supportive and confidential</b>	<b>sharing information</b>	
<b>reflection solicited</b>	<b>descriptive</b>	<b>specific</b>	<b>behavior</b>	<b>well-timed change</b>