6. PROVIDING FEEDBACK

CASE STUDIES

Read the examples given below.

EXAMPLE 1	EXAMPLE 2
One of your volunteers, John, is typically quite diligent and conscientious with his tasks. However, recently, you have noticed that he has become quite forgetful and irritable in his actions. When you initially spoke to John about his behaviour, John brushed it off and told you that he was just tired. At the latest call-out, John performed an operational procedure quite recklessly, in a way that could have potential dire consequences, had you not stepped in. The other volunteers have now picked up on John's behaviour and have asked you to speak with him.	Aman is a new volunteer. He has recently taken up the role of Social Media Officer within your group. On top of updating the community, Aman has also been helping to advertise available volunteering roles on the Facebook page of the group to help recruit new volunteers. Recently, Aman came to you with an idea to raise funds for the volunteering group. His ideas consisted of having a bake sale or a quiz night. Collectively, you discussed these ideas with the group, and the quiz night was chosen. As a result of the quiz night, Aman helped to raise $700 for the group.

1. Looking at the examples given above, what behaviours would you specifically address with each volunteer?

EXAMPLE 1	EXAMPLE 2

2. What feedback would you give (e.g., improvements to make, recognition)?

EXAMPLE 1	EXAMPLE 2

Referring to Tip Sheet 4 on how to provide feedback…

3. How would you give this feedback (e.g., what would you say, how would you say it?)?

EXAMPLE 1	EXAMPLE 2

4. When and where would you give this feedback?

EXAMPLE 1	EXAMPLE 2