External Feedback Guidelines

1. Introduction

Welcome to these guidelines on how to use the functionalities of AppRaiser for collecting feedback on your competences. Here you will find:

- Key points behind external feedback and its place in 360 degrees assessment
- How to use the AppRaiser platform to collect feedback
- Hints and tips on how to navigate your way through the process

Feel free to check out the guidelines on other functionalities and possibilities of AppRaiser and contact the team for any further assistance: appraiser@iywt.org.

2. A few words on External Feedback

In this short guide, we would like to present you with some of the key insights from the research we conducted when designing external assessment functionalities on the AppRaiser platform.

In conceptual terms

Feedback from others is a **necessary complement** of what trainers feel is necessary to them to assist in assessing their competences and just as important as their personal self-reflections. However feedback is not about asking for external validation, but rather about completing self-assessment (hence, create the 360 degree perspective). Feedback can also be an **entry point**, which is later on supported by self-assessment.

Two features that are considered as relevant when collecting feedback refer to the length of the relationship between the trainer and those providing feedback, and the need for transparent and clear aims and goals of the whole 360° process. Translated to reality and language of the international youth work training, it is important to have a **clear and transparent explanation of the process** (including aims and reasons for the feedback), as well as making sure that those providing feedback were able to **see the trainer in 'action'** and arguably able to provide meaningful and constructive feedback. It is important to highlight that **asking for and receiving feedback is a competence in itself**. It is featured in the ETS Competence Model for trainers as well. Therefore, feedback needs to be approached and treated as such in order to produce relevant and insightful outcomes.

In practical terms

Here are just some of the practical considerations when approaching the external feedback:

- To be relevant a 360° feedback should be collected from different but connected sources to complete the circle. For example, participants, co-trainer(s), contractor(s).
- There is a minimum number of those providing feedback and this should be 10 overall.
- Trainers might be tempted to pre-select those providing feedback, however this might lead to obscuring and influencing the outcome. Feedback should not be targeted, but sent without censorship. For example, to all the participants from one training course.
- Feedback should be contextualised to avoid receiving generic external assessment. This means that it should be linked to concrete training events.
- Feedback demonstrates a commitment to professional growth and development and it should be treated and presented as such.

3. External Feedback and AppRaiser

Before you start...

Before you start collecting feedback on your performance (also known as behavioural indicators) in chosen competence areas, you might want to think about the following:

- *Which is the competence area(s) would I benefit the most from getting feedback?*
- *If self-assessment has already been completed, in which competence areas would I need additional insights?*
- *Which training events could generate the most relevant and valued feedback insights?*
- *Am I ready and open to receive feedback as it comes?*
- *Would I need anything else to prepare for receiving feedback?*
- *Do I need additional support in receiving/processing feedback?*

Using the platform

If you have entered data for a training event you delivered recently, you can then see the possibility to invite other people to give you feedback. Here are the steps:

1. Click on the button “Request Review”
2. Choose a competence area
3. Choose who should give you feedback:
   a. Participants
   b. Colleagues
   c. Contractors
4. Click “Invite to give feedback”
5. The platform generates a QR code and a web link. Show the QR code during the training or send a link by email to the ones you wish to get feedback from. You will be able to see all the requests you made so far.

Now you will start receiving feedback which you can see by clicking on the “External feedback” tab. There you can see visually how every competence area is assessed and how many people gave you feedback.

1. Click the switch “Compare to Self-assessment” to see the comparison between your self-assessment results represented by a dotted line and all the feedback received so far.
2. Scroll down and you can see the list of all competence areas and the number of people who gave you feedback.
3. Click on the competence area and check how other people assessed every competence. You can also see the most mentioned indicators (knowledge, skill or attitude) which need improvement.
4. Click below to see the entire list of indicators and there will be a number identifying how many people indicated that this aspect needs improvement or it is your strength.
5. Click on the “+” sign to add that indicator to your professional development goals.

4. Hints/tips for a smoother implementation

Although asking for, receiving and processing feedback by using AppRaiser is a fairly straightforward process (afterall, it fits on one page), we still included some tips to make this journey even smoother for you.

- Focus on 1 or 2 competence areas for feedback. It will keep the feedback process short enough for people to be focused and precise.
- Keep on asking feedback from all sides (participants, colleagues, contractors) to achieve 360-degree competence review. The more feedback you will receive the more intersubjective review of your competences will be.
- Consider which competence areas did you demonstrate when having a professional relationship with a chosen feedback contributor. Their feedback will be more precise if they could actually see you demonstrating the chosen set of competences.
- Ask for feedback as soon as possible after the training event - people should have fresh memories about your behaviour, performance and facilitation.
- When possible, announce a feedback request during/at the end of training event - this contributes to transparency and clarity of aims, and it allows those that are expected to provide feedback a chance to ask for clarification.