



MODULE 3: DIGITAL TOOLS AND RESOURCES

REFLECTION AND FEEDBACK ONLINE



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INTRODUCTION

Techniques for evaluation and reflection on a counselling effectiveness and client satisfaction vary depending on whether it happens online or face-to-face. Guidance practitioners need to be familiar with a range of digital methods and tools to evaluate the effectiveness of the guidance.



OBJECTIVES

- This exercise is related to the learning objective "Evaluating and Reflecting on the Guidance Process Using Digital Methods and Tools".

TYPE



RESEARCH

DURATION

20 minutes

MATERIALS NEEDED FOR THE IMPLEMENTATION

The materials needed depend on each guidance practitioner's choice of tools. The basics are necessary for all: screens with cameras included, microphones, a stable internet connection.



METHODOLOGY

STEP 1

Before we start with the exercise, it is good to distinguish between evaluating and reflecting. You could read more at the section **Further resource**.

In this exercise we have focused on the process of giving feedback and reflecting on the process/session from the client. Feedback and reflection methods can be formal or informal, verbal or non-verbal. Often, informal methods of gathering feedback are interactive and participatory (such as Pizza Method; Walk and talk; Resonance groups etc.).



METHODOLOGY

STEP 2

For the purposes of this exercise, participants should make a list of feedback methods that they know and have used. Once the list is ready, they should think about how many of these can transfer into a digital format.

- *How many digital feedback collection tools do they know?*
- *How many they have used in their work?*
- *Which one they prefer and why?*

METHODOLOGY

STEP 3

Additionally, the trainer could invite them to follow the link and share their thoughts in Padlet by exploring this feature for their future work.

<https://padlet.com/vasilenasimova/feedback-win-give-avoid-k6rm1mpxgpv4i3mc>

N.B. If you want to use this template for your practice, you can make a copy of it once logged into Padlet.



FURTHER RESOURCES

- In general, evaluation processes go through four distinct phases: planning, implementation, completion, and reporting. It involves collecting information (for example feedback, observations or quiz results) and reflecting on what worked well, what could be improved, and what changed for the people involved as a result of their participation.
- Feedback in communication is the response, reaction, or information given by the recipient of a message to the sender. It is the process of letting someone know which areas they need to improve.



REFERENCES

- <https://files.eric.ed.gov/fulltext/EJ551749.pdf>
- <https://www.europlanet-society.org/outreach/europlanet-evaluation-toolkit/the-evaluation-process/>

