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022-2-AT01-KA210-ADU-000097665

Training Course facilitating

Entrepreneurial Skills

Aims & Objectives



The aim of this module is to

- Understand feedback's vital role in inclusive training.
- Learn to address common feedback challenges.
- Explore inclusive feedback tools and methods.
- Develop skills for systematic feedback collection and enhancement.

Key Words



- Inclusivity
- Feedback
- Tools & Methods
- Training Improvement

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UNIT 1



**The Significance of
Feedback**

1.1. Understanding the role of feedback

Going into this first section, we will explore how feedback empowers trainers to refine their methods, create more inclusive learning environments, and ultimately champion a more supportive and enriching training experience for everyone.



1.1. Understanding the role of feedback

Feedback is the cornerstone of training quality improvement. It serves as a **guiding light, illuminating the path to enhanced inclusivity and effectiveness**. It provides trainers with a real-time insight into the effectiveness of their methods and allows for the identification of knowledge gaps.

Understanding the profound significance of feedback is paramount in ensuring that training **programs meet the diverse needs of all participants**, particularly individuals with disabilities.



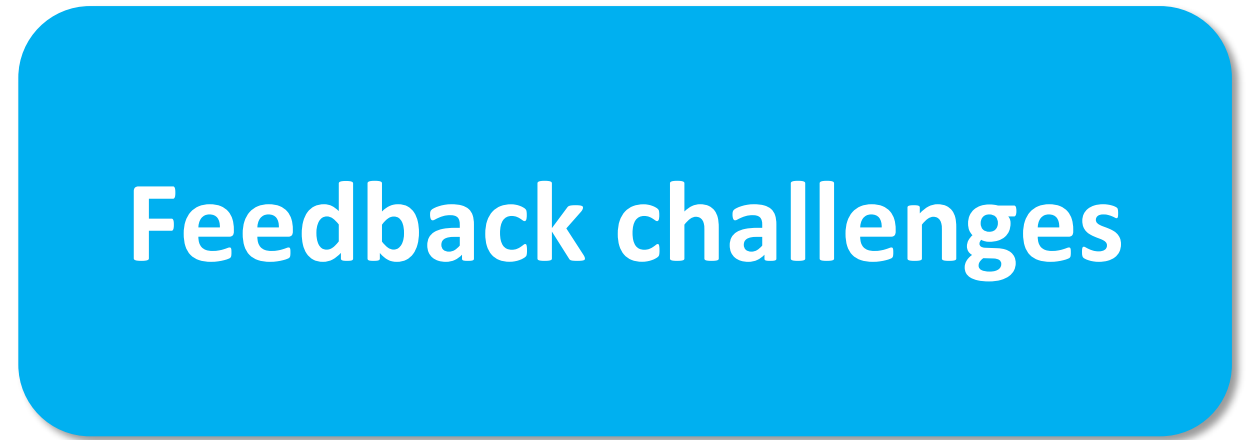
1.2. Impact on inclusivity

Through feedback, trainers are able to make **customized adjustments** that guarantee inclusion by gaining particular insights into the **individual challenges** and **talents** of each participant.

In addition to meeting participants' specific requirements, this technique gives the participants a **sense of empowerment** since they can see how their contributions are directly impacting the training process.

Feedback promotes **continuous communication** and **understanding** between instructors and students, which strengthens inclusivity and creates a more accommodating and helpful learning environment. By actively responding to participants feedback, trainers not only **enhance their programs** but also show a dedication to the various requirements of each participant, **fostering an inclusive and enriching training environment**.





2.1. Common challenges in collecting feedback

Unwillingness to gather Feedback

In the context of this module, reluctance to provide feedback hinders the quality of feedback collection in inclusive training, where creating an open feedback environment is crucial for accommodating diverse needs.

A wrong approach

Inclusive training demands a specific approach to feedback collection, focusing on relevant and constructive insights, right questions, etc. to address the unique requirements of participants, particularly those with disabilities

Lack of preparation

Without proper planning, feedback collection might be disorganized and less effective in shaping inclusive training, potentially leading to training programs that don't meet the diverse needs of participants

Taking the Feedback after the training

In the context of inclusive training, post-training feedback alone may not be sufficient. Real-time feedback during training is essential to ensure that the unique requirements of participants with disabilities are being met effectively.

Accessibility Barriers

Feedback mechanisms and tools should be accessible to all, including individuals with disabilities. Making sure that the feedback process accommodates diverse needs and abilities is pivotal in this context. Here, think of introducing different methods for feedback collection

Participants reluctance

Participants may hesitate to provide feedback due to concerns about potential consequences or judgments. It's essential to create a safe and non-judgmental feedback environment to encourage candid responses.



2.2 Overcoming feedback challenges



Now, in this section, we will delve into methods and approaches intended to address the common challenges presented before.

In this context, creating a feedback-friendly environment and effective feedback collection play a pivotal role in shaping inclusive and responsive training experiences for individuals with disabilities

2.2.1 Creating a feedback-friendly Environment

Want to learn more about creating a feedback friendly environment?

[Click here.](#)

Building Trust

- In the context of inclusive training, safety and trust are critical for individuals with disabilities to provide candid feedback. They need to feel secure and confident in sharing their experiences and challenges.
- Fostering positive emotions and addressing emotional readiness is particularly important for individuals with disabilities, as it helps create a supportive and non-judgmental feedback environment.
- Making it acceptable to delay feedback discussions is relevant for accommodating the diverse needs of participants.

Balance

- In inclusive training, balance is crucial. Positive feedback should be meaningful and genuine, emphasizing the progress and efforts made by participants with disabilities.
- Recognizing and praising small wins and persistent efforts is essential in a training context, as it encourages motivation and resilience.
- The balance between constructive feedback and recognition of achievements is particularly vital when working with individuals with disabilities.

Normalcy

- Feedback should be a normalized part of inclusive training, integrated into everyday interactions to ensure it's not seen as an unusual or separate process.
- Providing feedback during everyday training activities, whether it's a discussion during a session or after a training exercise, helps create a culture where feedback is expected and valued.
- Encouraging open discussions in larger groups supports inclusivity and ensures that participants with disabilities can share their experiences openly.



2.2.2 Effective feedback collection

Create clear & specific Questions

Clear questions are vital for gathering feedback that is actionable and insightful.

They prevent vague or ambiguous responses and ensure that feedback providers and recipients share a common understanding of the feedback's purpose and intended outcomes.

Engage all Stakeholders

To collect feedback that is meaningful and valuable, it's essential to involve all relevant stakeholders, including participants and those contributing to the training process. This ensures that feedback represents diverse perspectives and needs.

Furthermore, it is crucial for making feedback relevant to the training context and fostering continuous improvement.

Fostering Open Communication

Open communication is essential for overcoming challenges in feedback collection, especially in the context of individuals with disabilities. It creates an environment where all stakeholders, including those with disabilities, feel comfortable expressing their perspectives and experiences. Open communication is vital for inclusive and effective feedback practices.



2.3. Personal reflection

Reflect on your own experiences in the collection of participant feedback.

- **What challenges have you personally faced before?**
- **How did you solve them & what strategies did you employ?**
- **What were your personal learnings and key take-aways from the situation?**

Write down your answers.





UNIT 3



**Inclusive feedback
tools & methods**

3.1. Inclusive tools & methods for collecting feedback

In this section, we're exploring the practical side of inclusive feedback gathering. It's critical to use a variety of tools and techniques to make sure that feedback is accessible to all participants, especially those with disabilities.

We will discuss a range of strategies that enable trainers and learners to create a welcoming and productive training environment.

By bridging communication gaps and valuing each participant's individuality, these inclusive feedback techniques make training more meaningful and encouraging for all.



3.2. Accessible Feedback Tools

Electronic Surveys and Questionnaires:

- Ensure the survey platform is compatible with screen readers and other assistive technologies.
- Provide alternative formats (e.g., Word or PDF documents) for participants who may have difficulties with online surveys

Video Feedback Submissions:

- Allow participants to provide transcripts alongside video submissions to aid those who are deaf or hard of hearing.
- Ensure video platforms

Real-Time Response Systems:

- Ensure the response system's interface is accessible, including keyboard navigation for those who cannot use a mouse.
- Provide clear instructions and alternatives for participants who may struggle with real-time responses.

Braille and Large-Print Feedback Forms:

- Have a clear process for requesting Braille or large-print forms in advance.
- Ensure that forms are readily available, easily accessible, and clearly labeled for participants with visual impairments.

Accessible Online Whiteboards:

- Verify that the online whiteboard tool offers accessibility features like screen reader compatibility and keyboard shortcuts.
- Provide guidance on how to navigate and use the online whiteboard for participants who may not be familiar with the tool.



3.3 Inclusive feedback methods

These methods offer a range of techniques to obtain feedback that caters to a wide range of abilities.

They enable trainers to gather insights from all participants, including those with disabilities, contributing to more effective and inclusive training.

1. Multimodal Feedback

Utilize multiple feedback formats, including written comments, audio recordings, and visual annotations. This approach accommodates various learning styles and preferences, making feedback accessible to everyone.

2. Questioning

Engage participants in a thoughtful dialogue by asking open-ended questions that encourage critical thinking and self-reflection. This method empowers individuals with cognitive disabilities to express their thoughts and understanding.

3. Peer Feedback and mediated Support

Encourage participants to provide feedback to each other. Inclusive peer feedback enhances collaboration, allows for diverse perspectives, and is especially beneficial for individuals who may feel more comfortable receiving input from peers.

4. Visual Feedback Tools

Employ visual aids, such as charts, graphs, and infographics, to convey feedback. These tools help participants with visual impairments or those who prefer visual learning to comprehend and engage with the feedback.

5. Structured Reflection Activities

Incorporate structured reflection exercises where participants can articulate their thoughts and feelings about the training. Structured prompts assist individuals with communication challenges in expressing their insights effectively.



3.4 Exercise: Feedback form evaluation

In the following slide you will find a sample feedback form

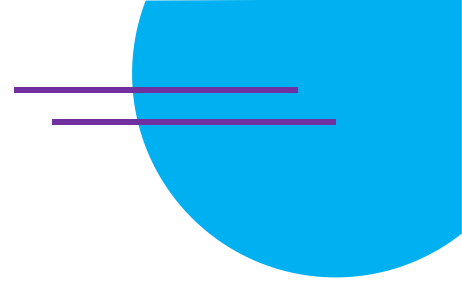
Review the form: Look for any elements in the form that may hinder accessibility for people with disabilities. Consider issues related to visual, auditory, cognitive, and physical impairments.

Propose Improvements: Write down any issues you find and suggest some quick improvements. These improvements can be simple adjustments or additions to enhance accessibility.

This exercise should not take longer than 8 min.



3.4 Exercise: Feedback form evaluation



Title: Training Evaluation Feedback Form

1. Personal Information (optional):

Name:
Email:
Organization:

2. Training Session Details:

Date:
Session Title:

3. Feedback Questions:

Accessibility and Inclusivity:

Were the training materials provided in accessible formats (e.g., digital, large print, Braille)? Yes No Not Sure
Were the training materials free from distracting animations or content that may affect individuals with sensory sensitivities? Yes No Not Sure
Were there options for participants to request assistance or accommodations for disabilities? Yes No Not Sure

Usability of Feedback Tools:

Did you find the feedback form easy to navigate and use? Yes No Not Sure
Were there alternative methods for providing feedback (e.g., verbal feedback)? Yes No Not Sure

Overall Feedback:

How satisfied were you with the overall accessibility and inclusivity of this training session? (Scale: 1 - Very Dissatisfied, 5 - Neutral, 10 - Very Satisfied)

Suggestions for Improvement:

Please provide any suggestions for making our training sessions more accessible and inclusive:

Thank you for taking the time to complete this feedback form. Your insights are invaluable to us.

Your feedback will remain anonymous unless you choose to provide your contact information for further discussions.

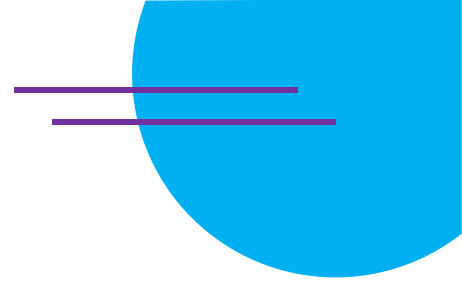


UNIT 4



**Analyzing and
Implementing
Feedback**

4.1. Importance of feedback analysis and implementation



Understanding how to systematically analyze collected feedback and effectively implement positive changes is essential for **continuous improvement and inclusivity**.

Gaining an understanding of these ideas will enable us to **modify, improve, and tailor** our training methods to better suit the various needs of each participant.



4.2. Systematic feedback analysis

1. Data Gathering & Categorization

- Collect feedback from various sources, including learners, instructors,...
- Ensure feedback channels are accessible to all participants, including those with disabilities or specific needs.
- Categorize feedback into different themes, such as accessibility, content relevance, teaching methods, etc.
- Distinguish between feedback on inclusivity issues, suggestions for improvement, and positive feedback on inclusive practices.

2. Prioritization & Segmentation

- Prioritize feedback based on factors like alignment with inclusive training goals, urgency of issues, ...
- Segment feedback by participants attributes, such as disability types, language proficiency, ...

3. Analysis: Quantitative/Qualitative

- Use quantitative methods to analyze feedback, such as calculating the frequency of specific inclusivity-related issues and measuring improvements in accessibility.
- Dive deeper into the language and context of feedback to uncover nuanced insights about the learning experiences of diverse participants (qualitative)

4. Feedback Triage

- Filter out feedback that doesn't contribute to making training more inclusive, ensuring that valuable insights are prioritized. Ensure that feedback is not only documented but also tagged with relevant information.

5. Closed-Loop Feedback

- Ensure that feedback on inclusivity issues leads to concrete changes in training design and delivery & communicate these improvements with the participants.

4.3. Strategies for incorporating feedback

Review and Analysis

- Regularly analyze feedback for trends and themes.
- Identify recurring themes and trends in participant feedback

Prioritization and Alignment

- Prioritize changes based on goals and potential impact.
- Align feedback-driven changes with training program goals.

Collaborative Decision-Making

- Involve stakeholders in discussions and idea sharing & encourage collaboration and open discussions

Action Planning

- Create detailed, actionable plans for implementing feedback-driven changes .

Continuous Evaluation

- Continuously evaluate the effectiveness of implemented changes and adjust them as needed.

Communication and Feedback

- Foster a culture of open communication and feedback.

Documentation and Best Practices

- Document feedback, changes, and best practices.
- Create a repository of best practices for future reference.



Synopsis



Now that you have completed this module, you should be able to:

- Effectively utilize feedback
- Address common challenges related to feedback collection
- Analyze and enhance feedback
- Implement inclusive feedback tools
- Create inclusive training experiences

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