

EXERCISE – THE FEEDBACK W.R.A.P.

DELIVERING EFFECTIVE MESSAGES

- REFLECTIVE PRACTICE -

Giving feedback is part of every educator’s job. Sometimes these conversations go well. Other times they don’t. Unlike the “praise sandwich,” which disguises critical messages, the W.R.A.P. approach presents issues in a clear, nonjudgmental way.

PART 1 – DECONSTRUCT

Think back to a difficult conversation you had with a colleague, supervisor, student, or parent. Write a short reflection that addresses these points:

- a. What made this encounter so challenging?
- b. Did you say or do something that negatively impacted the situation?
- c. Did the other person say or do something that negatively impacted the situation?



PART 2 – REPAIR

Think about how you could have scripted a better opening for this conversation using the elements of a feedback WRAP: **What** + **Where**, **Reason**, **Affect** and **Prompt**.



- WHAT/WHERE:** What is happening? Where is it happening?
- REASON:** Why does it matter?
- AFFECT:** What feelings does this cause me? (*Giver-focused*)
- PROMPT:** What are your suggestions to help us move forward? (*Receiver-focused*)