**Scenario 1**

John and Marla are coworkers at a help desk. Marla has just spent 3 weeks cataloging, updating and creating new documentation so all of the incoming students will be able to easily find current information. John is very impressed by Marla’s initiative, dedication and studiousness. He wants to let her know so at their weekly group check in, John says “good job, Marla!”

**What could John have said to provide better feedback to Marla?**

**Scenario 2**

Susan and Savannah work on an LMS roll out team and for months they’ve been working with faculty to help recreate their courses in the new system. One day, at a meeting with a tenured faculty member, Savannah becomes flustered at the faculty’s unwillingness to work with the new LMS, insisting the LMS be altered for their content and sits quietly, arms crossed and head down, without contributing further to the meeting.

**After the meeting Susan knows she needs to speak to Savannah about her behavior, when and how are the best ways for her to do it and what should she say?**

**Scenario 3**

Joe and Rosa work in repair for their campus, one day a student brings in a computer with a problem no one has ever seen before. Joe spends time researching the issue and testing many solutions until finally he is able to fix it. The student is overjoyed and Rosa is grateful to Joe.

**What feedback should Rosa give Joe, when should she give it?**

**Scenario 4**

Jeff and Tony work in their college’s tech store. Tony is having trouble with Jeff because Jeff is always late to work and Tony, the lead worker, has to pick up the slack. Tony knows he should talk to their supervisor but as lead worker wants a chance to help Tony improve.

**What feedback should Tony give Jeff? When and where should he give it?**