

# DEALING WITH FEEDBACK - Name of the Tool

## 1) NAME AND DESCRIPTION OF THE TOOL

“The warm seat – not the hot seat” is a fun method, intended to teach teams to give and receive proper feedback, establishing open communication and helping to avoid criticism. The most relevant feature of this game is that the seated person is in control: if he/she feels uncomfortable in any way (“too hot” or “too cold”), he/she leaves the seat and stops whatever is being said. In that case, every participant loses 1 action point. The concept of action points is briefly explained: each provided answer, about a given activity, will be awarded with 1 action point – the winner is the one with more action points. Each person is asked to think about questions to ask to the group, which will help him/her get action points (e.g. How could I be more...?, What should I do if...?, How could I get better with...?). Seating is arranged in a horse-shoe facing the “warm seat”. Every member of the team gets the opportunity to seat in the “warm seat”. A time limit in the “warm seat” will be set for each person. The first questioner sits in the warm seat and asks his/her questions, which are then clearly written upon a board behind the “warm seat”. This arrangement focuses the group's attention both on the questions and on the questioner. Every question is answered by those facing the “warm seat”, at time. If the questioner asks a question about a situation which is not well known to the reviewer, he should pass to the next person.

## 2) OBJECTIVES OF THE TOOL

The objectives of the “warm seat – not the hot seat” game are:

- Build team empathy, encourage open communication and sensibility when addressing colleagues;
- Avoid criticism;
- Promote constructive feedback;
- Help welcome feedback.

## 3) CONNECTION OF THE TOOL WITH THE ENEMY



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Because every member of the team faces the same situation and a comfortable feel is promoted, an emphatic atmosphere develops. This allows for people to give feedback in a positive and constructive manner and also to be open to receive it and to implement the presented suggestions.

### 4) RESOURCES & MATERIALS

Resources and materials needed for the project are:

- A board and a marker to write the questions presented;
- Chairs for the team members to sit on;
- Writing material, in order for participants to take note of the given answers and action points awarded.

### 5) IMPLEMENTATION OF THE TOOL

- Step 1, 15 minutes. The concept of action points is briefly explained. Each person is asked to think about questions to ask to the group, which will help him/her get action points (e.g. How could I be more...?, What should I do if...?, How could I get better with...?). Seating is arranged in a horse-shoe facing the “warm seat. A time limit in the “warm seat” will be set for each person.
- Step 2, variable time, according to the number of team members and time limit in the “warm seat” – not recommended more than 60 minutes. The first questioner sits in the warm seat and asks his/her questions, which are then clearly written upon a board behind the “warm seat”. Every question is answered by those facing the “warm seat”, at time. If the questioner asks a question about a situation which is not well known to the reviewer, he should pass to the next person.



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### 6) WHAT TO LEARN

Participants can empathize with the positions of giving and receiving feedback. In this way, feedback will be given in a sensible and sensitive manner, i.e. positive feedback. Positive feedback helps to construct better working habits and working environment, which reflects positively in productivity.



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