

Ground Rules for Peers

General Rules for the Peer Visit

The following rules are to be considered by the Peer Teams during the Peer Visit:

- The Peers work on the evaluation assignments given by the Guidance Centre.
- The Peers keep to the agreed time schedule.
- The Peers adhere to the interview rules.
- The Peers treat the entrusted data and feedback confidentially.
- The Peers seek to listen and to report the statements objectively.
- The Peers work as a team supporting each other in our tasks and feedback.
- The Peers are prepared for unforeseen occurrences.

Communication and Interview Rules

- Basic attitude: curious, open and accepting demeanour, striving for understanding, no rash or sweeping interpretations or judgements.
- Use appropriate language.
- Make contact, assume an open and friendly posture, listen actively and show interest.
- During the interview: speak briefly and clearly, using short single questions, use silence and pauses, do not interrupt the interviewee's line of thought.
- Ask short questions so that the interviewee can speak as much as possible!
- Ask again: Did I understand that correctly? Ask for facts and examples especially when answers are too general.
- Follow the main thread, lead back to the main topic. Finish the interview in time.
- Allow critical questions concerning the interviews or the Peer Review. Note down remarks and critical comments.

Characteristics of Reflective and Constructive Feedback

Reflective and Constructive Feedback ...

- promotes reflection as part of a dialogue between the giver and receiver of feedback. Both parties are involved in observing, thinking, reporting, and responding.
- focuses on processes rather than on the individual. Refers to what an individual does rather than to what we think s/he is.
- is descriptive rather than judgmental. Avoiding judgmental language reduces the need for an individual to respond defensively.
- is specific rather than general.
- promotes reflection about strategies and the users' or observer's responses to a specific strategy.
- is directed toward behaviour which the receiver can change.
- considers the needs of both the receiver and giver of feedback.
- is solicited rather than imposed. Feedback is most useful when the receiver actively seeks feedback and is able to discuss it in a supportive environment.
- involves sharing information rather than giving advice, leaving the individual free to change in accordance with personal goals and needs.
- considers the amount of information the receiver can use rather than the amount the observer would like to give. Overloading an individual with feedback reduces the likelihood that the information will be used effectively.
- requires a supportive, confidential relationship built on trust, honesty, and genuine concern.