

## **Exercise #2**

### **Improve Communication with the “Good and Better” Feedback Model**

In this small group exercise you will practice observing, providing positive feedback to and improving nonverbal communication.

#### **Instructions:**

1. Form groups of two or three people.
2. Choose a role from the list below.
3. Watch and listen to the instructor’s demonstration.
4. Play out the exercise until the instructor calls time.
5. Switch roles when the instructor calls switch.
6. Keep going until the instructor calls time.

#### **If you choose to be the Actor:**

1. Chat with the Director.
2. Read your paragraph out loud once in a natural voice.
3. Read your paragraph out loud three more times, following your director’s instructions each time.
4. Read your paragraph out loud once more in a natural voice.

#### **If you choose to be the Director:**

1. Chat with the Actor and find something to compliment about their voice and behavior.
2. Pick one thing to “stretch” or improve: enlarge their “box.”
3. Give the Actor an assignment on how to read the paragraph differently.
4. Compliment the Actor again specifically and give them a second assignment.
5. Compliment the Actor again specifically and give them a third assignment.
6. Have the Actor read the paragraph normally.
7. Tell the Actor what has improved since the first reading

#### **If you choose to be the Observer (only if you have three people in your group):**

1. Observe the behaviors of the Director and Actor without commenting.
2. Notice what works the best to change the Actor’s behavior.
3. Notice what has changed in the Actor’s behavior after each reading.