

# Learning something new

## PART 2 Report Giving negative feedback; using linkers for reasons and results

1 Discuss in pairs. Have you been on a training or holiday course recently? Did you enjoy the course? Why / Why not? What courses would you like to do?

2 In your opinion which of these are most important in a successful course?

- learning a skill you need
- lots of hand-outs to take home
- regular tests
- hands-on training
- sharing experiences with others
- a good trainer

3 Liam went on a course to learn new IT skills for his work in a tourist office. Complete his feedback form.



### Comments

a) The trainer knew a lot about his subject, but didn't know how to get this across.

Therefore, .....

- b) The pace of the session was very slow. As a result, .....
- c) Due to the fact that the Internet wasn't working, .....
- d) Since the course finished an hour early, .....
- e) I left the course without having learnt very much. For this reason, .....

4 Compare your answers in pairs. Have you ever had a similar experience of training?

5 Look at this exam task. The conclusion has already been written. Write your report and use the conclusion given. Try to use some of the linkers from exercise 3 in your answer.

### EXAM TASK

You recently went on a first-aid course. The aim of the course was to give you basic first aid and advice on what to do when faced with an emergency.

You have been asked to write a report for your manager. Your report should:

- include whether the event achieved its aim
- recommend whether the company should book other colleagues onto this course

### Conclusion:

First-aid training is an essential skill at work and we were all motivated to learn, but unfortunately none of my colleagues felt we learned very much on the course. For this reason, I would recommend arranging another first-aid course, but not with this particular company.

### Exam tip!

It is usual to include some disadvantages or negative feedback in your report – but don't overdo it! Aim for a balanced view.