**Feedback**

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| **Reminders of this module's objectives:**  At the end of the module, participants:   * Will know what feedback is used for * Will understand its usefulness/importance in the management system |

This document is the trainer guide. You must follow it because it contains all of the elements that will enable you to lead such a module, namely:

* instructions for the exercises,
* references to the accompanying Powerpoint and/or various resources such as films, e-learning, etc.
* questions to ask participants,
* exercises to be completed, if necessary.

**Estimated duration:** 00:30

**Teaching methods:** In-class presentation.

**Prerequisites:** TCG 3.1

**Important points for preparing the sequence:**

Before beginning to teach this module, we recommend you ensure that:

* The "TOTALREVIEW2016\_HIPO-REX-Total-Raffinerie-Mitteldeutschland\_video\_HD" film is available.

**Note: film in German with English subtitles.**

**Welcome the participants:**

Welcome to this module, during which we will talk about feedback.

Before beginning, let's look together at the objectives of this module and how it is rolled out.

**Show slide 2.**

The objective is for you to know what feedback is and why it is important in our activity management system.

To achieve this objective, we will begin by looking together at what the idea of what feedback means, and how this is important for all of us.

**Ensure that the contents are clear to everyone.**

**Answer any potential questions.**

**5 minutes** **00:05**

**Sequence 1:**

***The aim of the sequence:*** *participants should understand**that the feedback process is an essential aspect in continuous improvement, preventing past mistakes from reoccurring and benefiting from the positive experience of colleagues.*

Let us start with an actual situation

**Show slide 3 and ask a volunteer to read the situation aloud.**

**Thank the volunteer and ask everyone to suggest solutions for Jean:**

What would you do in his place?

**Let participants answer.**

**(The aim is to think about the usefulness of the experience of others.**

**The simplest solutions are to take advantage of the experience of others: discuss with a few experienced friends, use books on mechanics or online tutorials, etc.)**

**10 minutes** **00:15**

Let us look at what is meant by feedback.

**Show slide 4 (taken from DIR GR SEC 017). Specify that it involves a Group Directive, thus is shared among all Branches. Feedback is also part of our shared HSE culture.**

**Have a volunteer read aloud, then ask everyone to explain what they understood from this excerpt:**

Who can explain what this Group Directive tells us?

**After the participants' summaries, specify that each Branch has a specific feedback process based on these shared principles.**

**Also specify that the feedback process for the Branch to which they belong will be presented in detail later in the HSE integration program.**

**Finally, clarify that feedback is very useful for accelerating learning, that everyone learns faster, especially when they are new.**

**10 minutes** **00:25**

Let's look at an example of how feedback works in a refinery.



**Show the film on slide 5.**

**Once the film is finished, ask:**

Who can explain what this short film shows us?

**Encourage participants to discuss their views, to respond to the questions raised by the discussions. Clarify if necessary.**

**To conclude, organize a quick round-table discussion:**

To conclude, can you explain what lessons you have learned on the usefulness of feedback?

In your respective professions, how do you use feedback?

**Round table discussion on the answers.**

**Ensure, for example, that participants start by reading the feedback available for their Profession.**

**This film shows a (somewhat technical) example of how RC feedback is used by another RC site to improve safety.**

**If the film is too complicated for the participants, show slide 6**

**in order to reinforce what feedback is.**

**05 minutes** **00:30**

Thank everyone for attending.