

Background:

A community organization in a rural area launched a nonformal adult training program aimed at improving participants' digital skills. The training, primarily delivered through workshops and one-on-one sessions, was designed to help adults gain digital literacy for better job opportunities and increased community engagement.

Case Scenario:

Marie, a nonformal trainer, was assigned to work with a group of adult learners with diverse digital backgrounds. The program ran for 12 weeks, and progress was continually monitored. Marie was responsible for providing formative feedback to help participants adapt and improve their digital skills.

Case Study: Improving Digital Skills in Nonformal Adult Training





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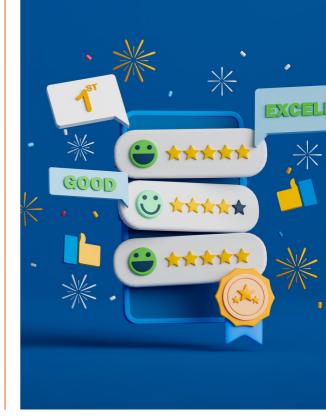
Best Practices in Formative Feedback:

Regular Assessments: Marie implemented regular knowledge assessments at the end of each module to gauge participants' understanding of the content. Individualized Guidance: She held one-on-one sessions with each participant to discuss their strengths and areas that needed improvement.

Constructive Praise: When participants showed progress, Marie provided specific praise to encourage continued effort.

Clear Actionable Advice: She always gave specific, actionable advice for improvement, avoiding vague or generalized comments.

Engagement and Communication: Marie created a supportive, open environment for participants to discuss challenges and goals. She listened actively and encouraged them to share their feedback as well.



Example of Criticism Instead of Feedback: During one session, Marie observed John struggling with a particular software application. She made a critical comment, saying, "You're really not getting this, are you? It's not that difficult. You should know this by now." This criticism had a negative impact on John, leaving him feeling disheartened and demotivated.

Discussion Points:

Positive Impact of Best Practices: Discuss how the best practices contributed to a positive learning environment. Share examples of moments when participants showed improvement due to formative feedback.

Negative Impact of Criticism: Explore the effects of the criticism provided to John. Discuss the emotional and motivational consequences of criticism.

Recommendations for Improvement: Encourage participants to brainstorm alternative ways Marie could have provided feedback to John in a more constructive manner.



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Emphasize the importance of creating a supportive and non-judgmental environment for adult learners.

Key Takeaways: Summarize the key takeaways from this case study, including best practices in providing formative feedback and the pitfalls of criticism.

Discuss how these lessons can be applied to their own nonformal adult training programs. This case study provides an opportunity for participants to engage in a meaningful discussion about the importance of formative feedback in nonformal adult training and how feedback, when delivered constructively, can enhance the learning experience.





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