



7 Stages of Feedback

Adapted from Brown, Hodges & Wakefield (1995)

1. Facilitator **observation** of team behaviour
What to observe?
 - Team members eg who is talking, who isn't? nonverbal communication?
 - Team as a whole eg how is respect demonstrated/not, what is the "feel" of the group, how are team processes addressed, how are members supported?
2. Ask for team **self-assessment**
Examples of questions
 - How did we do today as a team?
 - What enabled/supported our collaboration?
 - Were team members heard & respected?
 - Was there anything that happened today that interfered with our ability to contribute?
 - Is there anything that could improve our team's collaboration?

Consider providing your feedback to the team - CORBS
Clear
Observed
Regular
Balanced
Specific
3. **Desired** team behaviour is described
4. Ascertain that the team understands the **difference** between current and desired behaviours
 - Support team to envisage what desired behaviour might look like
 - Consider breaking down to a small number of key behaviours eg respect, trust, communication
 - Detail consequences of non-compliance
 - **"What would that look like for you?"** - Reach a group consensus
5. Develop a **plan** to close the gap
Facilitate the development of the team's plan for action. Consider resources including: stages of group development, task V process, characteristics of effective teams.
6. **Debrief** the team
Determine the impact of feedback on the team – What are their impressions of how it was delivered?
What is the emotional tone of the group in hearing the feedback?
7. Follow up on improvement
 - Check in, check up, check out
 - Ensure that a plan is in place to enable time for follow up