

Coach Development Feedback Model

Aim: Identify the learning for the individual coach and the other participants

- What worked well, **and why?** This should continue to be applied or could also be applied in other contexts.
- What could be improved, **and how?** These were the challenges, errors or simply ideas for alternative approaches which may be more effective.

Following a delivery by a coach candidate

1. Reassure and reintegrate with the group

- Create an environment where the coach feels comfortable to discuss and explore the session with the rest of the group
- Acknowledge the effort but avoid praise or criticism at this stage *“Thank you for delivering that session”* rather than *“Well done, that was great thanks”*

2. Identify what went well with the session and why

- First from the delivering Coach, *What worked? What are you pleased with? What did that add to the session for the learners?*
- Then from the other participants, how many points depends on the group size but generally no more than 3.
- You summarise, repeating what you heard from them and adding any observation you have if it has not already been identified.

3. Identify what could be improved in the session

- First from the delivering coach, *What did you find challenging? Is there anything that didn't work as planned? What would you change if you were to do that again?*
- Then from the other participants, as above
- Most importantly identify with the group how any of the improvements will be achieved, the actions. *Statement “I'd like to be more confident!” Challenge “What will you do to develop your confidence?”*

4. Summarise

- Ask the delivering Coach *“Based on the feedback discussed what will be your focus for the delivery of your next session?”*
- Max 2 points

Questioning

- Use open questions or if required leading questions where you need to help bring the groups attention to a particular point.
- Avoid subjective “feeling” questions *“How do you feel that went?”* as it is more difficult to guide participants to the useful learning actions.
- Challenge responses where more specific information is required.