

Feedback, how to give

In any sporting environment it is imperative that you are able to give feedback, the following piece gives you a quick hit list of how to give feedback.

During the research for this feedback series I stumbled across <https://www.fearlessculture.design/> where a lot about feedback has been written – I have adapted their 5R model (as well as some others) to produce what you see here:

This model has 5 steps:

1. Request
2. Receive
3. Reflect
4. Respond
5. Resolve

Whilst this article is about giving we also need to be capable of taking feedback, my previous article talks about receiving feedback – this one is about giving it:

Coaches – Giving Feedback

1. Request

1. Be open and approachable.
2. Encourage others to request feedback from you.
3. Establish clear rules of engagement and what the recipient needs.
4. Avoid saying “yes” if you’re not committed to practicing compassionate candour – or putting in the effort to provide meaningful feedback.

2. Receive

1. Deliver your feedback clearly and concisely. Be patient and give the receiver time to process the information.
2. Avoid prescribing your solution; help people find theirs. In Tony Hsieh's words: "Don't be the plant that every other plant aspires to." Instead, create the conditions for others to bloom.
3. Assess the behavior, not the person. Provide feedback through questions rather than mandating a solution. Change happens from within. Effective feedback keeps people thinking, not hurting.
4. Feedback is not the truth but rather your opinion. When expressing feedback, use phrases such as "I think..." to clarify that it's your personal perspective.

3. Reflect

1. Give the receiver time to reflect on the feedback. Understand that immediate change may not be possible and that reflection is crucial to the process.

4. Respond

1. Be open to dialogue. Once the receiver has had time to reflect, they may have questions or need further clarification. Be prepared to engage in this conversation and provide additional feedback, if necessary.

5. Resolve

1. Follow up on the feedback given. Check in with the receiver to see how they're progressing with their action plan. This shows your commitment to their growth and development.
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The Context

In a sporting environment we receive and give feedback all the time – this is the 2nd in a 3 article series the other articles are:

1. Quick actions – recipient
2. Giver actions – coach (this article)
3. Why – More info as to how and why

Request icons created by Freepik – Flaticon