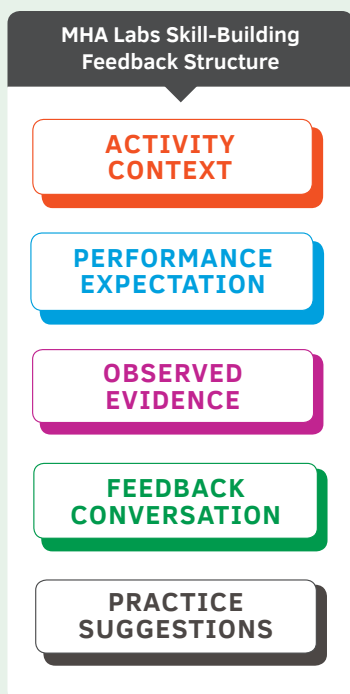


FEEDBACK FORMULA

Quick Start Your Feedback Practice

Providing timely feedback is vital to skills development—yet too few people do it. Why? Fear to give it and fear to receive it. People are extremely reluctant to give feedback for fear of being negative. People are extremely defensive receiving feedback for fear of failure. MHA Labs feedback formula was designed to completely neutralize this negative spiral.

Whether or not a youth meets/exceeds a performance expectation, the feedback you give should be non-judgmental and developmental. MHA Labs developed a simple conversation formula to promote skill-building feedback and minimize the tendency to use judgmental language. Skill-building feedback incorporates 5 elements that expand on a typical feedback conversation. The flow is activity context, performance expectation, observed evidence, feedback conversation, and practice suggestions. Incorporating this method into your own personal communication style can transform your skill-building practice.



Let's practice the Feedback Formula using our Web Development **REFRAME** example:

Situation that needs feedback: The team responsible for writing the content on persuasive reasons to vote got only 50% retention when testing the content on their peers.

Instead of replying... The group didn't find your content very persuasive, so I need to go back and review the lesson on persuasion and redo it.

Now try the Skill-Building Feedback method... Yesterday when you presented your persuasive content (**activity context**), the goal was that 80% of the group would be able to remember at least one argument (**performance expectation**). We tallied the results and 50% of the class could retain at least one argument and let me share the results with you (**observed evidence**). What are your initial thoughts on the results? Which argument did seem to be retained most? What elements about that one make it strong? (**feedback conversation ensues...**) How about tomorrow we set aside some time for you to interview people who couldn't retain anything and get their insights. What else do you all suggest as a good next step. (**practice suggestion**)

Don't forget to give strengths-based feedback when youth meet or exceed expectations!!!

Strengths intensify performance:

Typically youth success is communicated as "good job" praise or a letter grade. Successful youth need to know their exact skill strengths and how they can be applied to intensify performance.

Strengths drive growth:

Our strengths can be often be applied to to address growth areas or performance issues. Over time, youth learn to automatically use their own strengths to solve problems.

Strengths foster self esteem:

Too many youth who perform poorly in academics believe they are failures. You can now legitimately acknowledge their essential skills strengths to increase self esteem and create a positive skill-building relationship.

Strengths cultivate happiness:

Most people are conditioned to focus only on what is not working. This can have a negative effect on personal well-being and motivation. Starting with strengths creates a positive culture for both you and youth.

FEEDBACK FORMULA WORKSHEET

At / During / With...

(ACTIVITY CONTEXT)

The expectation was...
I had hoped...

(PERFORMANCE EXPECTATION)

What I observed
was...

(OBSERVED EVIDENCE)

How did...?
What did...?
Describe your
process...

(FEEDBACK CONVERSATION)

Next time,
let's try...

(PRACTICE SUGGESTIONS)