EO M403.04 – PROVIDE FEEDBACK TO TEAM MEMBERS

1. **Performance**: Provide Feedback to Team Members

2. **Conditions**:

   a. Given:

      (1) Supervision, and

      (2) Assistance as required.

   b. Denied: Nil.

   c. Environmental: Classroom or training area large enough to accommodate the entire group.

3. **Standard**: The cadet shall:

   a. recognize when feedback must be provided; and

   b. provide feedback.

4. **Teaching Points**:

TP	Description	Method	Time	Refs
TP1	Have the cadets brainstorm and prepare a list of times when feedback should be provided.	In-Class Activity	5 min	C0-258
TP2	Explain the principles of effective feedback, to include: a. frequent, b. accurate, c. specific, and d. timely.	Interactive Lecture	10 min	C0-412 (pp. 3–10, pp. 111–113)
TP3	Explain the ground rules for providing feedback, to include: a. focusing on what is observed; b. focusing on behaviour; c. keeping it neutral; d. using it to inform; e. making it supportive; and f. keeping it simple.	Interactive Lecture	10 min	C0-403 (pp. 11–15, pp. 111–116)

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TP	Description	Method	Time	Refs
TP4	Explain the steps for providing feedback, to include: a. planning what to say; b. providing examples of behaviours; c. allowing time for feedback; d. motivating; and e. setting a timeline for action and follow-up. Explain the steps for receiving feedback, to include: a. seeing each feedback session as a learning opportunity; b. actively listening to the sender's ideas; c. asking for more information if the ideas are not understood; d. being honest about how the feedback is affecting one's emotions; and e. remaining open-minded about future learning opportunities.	Interactive Lecture	10 min	C0-404
TP5	Using scenarios, have the cadets practice providing feedback to team members.	In-Class Activity	15 min	

5. **Time**:

a.	Introduction / Conclusion:	10 min
b.	In-Class Activity:	20 min
c.	Interactive Lecture:	30 min
d.	Total:	60 min

6. **Substantiation**:

   a. An in-class activity was chosen for TPs 1 and 5 as an interactive way to provoke thought, and to stimulate an interest among cadets about feedback.

   b. An interactive lecture was chosen for TPs 2–4 to orient the cadets to giving effective feedback.

7. **References**:

   a. C0-258 ISBN 978-1-59869-450-5 Nigro, N. (2008). *The everything coaching and mentoring book*. (2nd ed.). Avon, MA: F+W Publications Company.

   b. C0-403 Peeling, G. (2000). *Feedback techniques: 7 things to know about giving feedback: Trainers Guide*. Cambridgeshire, England: Fenman Limited.

   c. C0-404 Mochal, T. (2006). *Follow these six steps when providing constructive performance feedback*. Retrieved February 5, 2009, from http://articles.techrepublic.com.com/5100-10878_11-6102736.html

   d. C0-412 ISBN 978-0-87425-495-2 Tulgan, B. (1999). *Fast feedback* (2nd ed). Amherst, MA: HRD Press, Inc.

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8. **Training Aids**:

   a. Presentation aids (eg, whiteboard / flip chart / OHP / multimedia projector) appropriate for the classroom / training area, and

   b. Scenarios.

9. **Learning Aids**:

   a. Effective Feedback handout, and

   b. Scenarios.

10. **Test Details**: This EO is assessed IAW Chapter 3, Annex B, 403 PC.

11. **Remarks**: Nil.

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