



BUILDING EFFECTIVE PARTNERSHIPS LEARNING COLLABORATIVE

DECEMBER 2023 PROVIDING FEEDBACK: PURPOSEFUL VS. HURTFUL

Feedback between CPS professionals and those they work with is critical to make progress. Often the conversation is based upon positive movement or setbacks, but the status of the relationship is an important topic as well to ensure open dialogue. Assessing the best way to provide feedback includes examining what the person's feedback preference may be, the method in which they best receive feedback, and an analysis of the best time to deliver the feedback for the best impact.

Purposeful, or intentional, feedback: The intent is to develop an individual's functioning, maximize their potential, and their ability to learn. Purposeful feedback allows the other person to reflect so they can adjust.

Hurtful feedback: This type may be given because the belief is it will steer the person back on the right track. You discuss the negative feelings or actions so that they may be corrected.

Steps to Provide Feedback

- 1 Clarify intent.** What is the purpose for this feedback? Why are you offering it?
- 2 Provide context.** Always ground the feedback in specific details. Base your feedback on observations. This can be the most complex step. The 4C Model for feedback is helpful in providing an understanding and framework for feedback delivery. (See next page.)
- 3 Pause and invite their response.** Give the person a chance to address your version of events and clarify or explain if there are any differences.
- 4 Turn it into a solution focused conversation.** Brainstorm solutions together.



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4 C Model for Feedback

- C** **ontext:** refers to the situation or behavior that triggered the feedback, and why it's important to address its.
- C** **ontent:** the specific facts or observations that support your feedback and what you expect from the person.
- C** **onsequences:** the impact or results of the behavior (both positive and negative) and how it effects the person, the children, and/or the family unit.
- C** **hange:** refers to the action or steps the person may want to consider, or suggestions on what steps to take, that will improve outcomes, and how you will then support them to get there.

Timing purposeful feedback

The closer to the event you address the issue, the better.

Both positive and constructive criticism should occur close to when the events that elicits feedback occurs. Giving feedback regularly helps solidify it in the recipient's mind so they always know where they stand.

How to receive feedback effectively

1. Listen to the feedback given. This means not being distracted and not interrupting.
2. Be aware of your responses, your body language, and your tone of voice.
3. Be open.
4. Ask questions to ensure you understand the message.
5. Reflect and decide what to do.
6. Follow up when necessary.



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Reflection on Content

Think about the preparation and planning you've undergone when needing to deliver purposeful feedback. Were you clear on your intent and the best structure in which the other person would likely hear you best?

Action Item

When you have a conversation in which you are providing purposeful feedback, allow the parent/caregiver to provide feedback to you. Plan for how you will follow the steps to receive feedback.