



SERVING, EMPOWERING AND
SUPPORTING MISSOURIANS
TO LIVE THEIR BEST LIVES.

Providing Feedback

Missouri Tiered Supports
Department of Mental Health | Division of Developmental
Disabilities

Objectives

- 👤 Discuss feedback – what is it, why and when to give, as well as the recommended method of giving feedback
- 👤 Problem-solve common issues encountered during observations Practice
- 👤 Practice giving feedback

What is a Feedback?

- 👤 A chance to coach, model, or correct
- 👤 A discussion between coach and staff
- 👤 A chance to build relationships
- 👤 Time to share alternative ideas

When, where, and why are you giving feedback?

When and Where

 As soon as possible

 In Private

Why

 To provide support

 To ensure consistency among staff

What kinds of situations do you need to give feedback?

- 👤 Positive Negative observations
- 👤 Competency Coaching
- 👤 Shared Observations
- 👤 Following Crises
- 👤 Performance Evaluations

Feedback

- 👤 Ask them how they felt it went - get their opinions & perspectives
- 👤 Offer corrective feedback
- 👤 Highlight the positives
- 👤 Ask them to give you feedback



Feedback



'To-Do' Terms

- 👤 'Don't be late' -> arrive on time
- 👤 Stop Running ->
- 👤 Don't yell ->

Practice

- 👤 Staff isn't submitting daily notes on time
 - 👤 Positives: Their content of the note is good, great details

Practice

- 👤 Feedback after a Positive: Negative observation
 - 👤 Their ratio was 3 positives : 8 negatives
 - 👤 Coercions seen: lecturing and questioning
 - 👤 Positives seen: empathy and encouragement



Practice

Resources

Webinars

-  Data Collection: Positive: Negative Observations
-  Coaching: Supervising Using Best Practices

Family Coaching:





2024 Tiered Supports Summit

August 5 & 6, 2024

Keynote speakers

Dr. Anthony Biglan, author of The Nurture Effect

Dr. Nicole Kanaman, GoodLife Innovations

Learn more about **positive practices** that support
complex needs across the state and country.

\$10 registration includes CEUs



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