**GUIDELINES FOR HIGH-QUALITY WRITTEN FEEDBACK AT THE CAPE**

**DRAFT 2020**

**FEEDBACK provides information to someone about their performance to guide future growth, change and development.**

**HIGH QUALITY WRITTEN FEEDBACK:**

* Is specific, highly descriptive, concise, reasonable and contextualized with examples of behavior set in a particular time, place and moment of interaction.
  + Example: *“When we were discussing the tests, you asked me if I felt capable of getting myself to the clinic or if I needed some help, and that helped me share with you my concerns around transportation”*
* Is tied to well defined, meaningful, shared goals
  + Example: *“your goal today was to work on a better structure for the interaction using signposts and summaries. Here is how I saw you do that….”*
* Is recipient and relationship centered, leading with pronouns of ‘we’ and ‘you’
  + Example: *“We made a lot of progress when you …..”*
* DOES NOT interpret behavior and/or assign judgmental adjectives and labels (e.g. angry, disorganized, arrogant)
  + Example: “*The learner was disrespectful about my puppy”*
* Elicits perspective to encourage self reflection/assessment of behavior
  + Example: *“At this point of our conversation, it seemed like you wanted to ask me something different. I wonder how that might have changed our encounter.”*
* Recognizes and constructs alternatives.
  + Example: *“We seemed to circle around the same topic a lot. I wonder if …. would have been useful at this point”*
* Checks comprehension and interpretation
  + Example: *‘After I shared what I knew about the condition, you seemed to change the topic quickly. I was unsure if you had heard me’*
* Identifies reasonable and acceptable next steps for change
  + Example: *“Moving forward, having earlier summaries in our conversations would help keep us on the same page”*

**OVERALL GUIDELINES FOR WRITTEN FEEDBACK:**

* Only write what you would say to the learner face to face.
* Check your spelling and grammar before submitting your feedback.