

Protocol for Observing and Giving Reflective Feedback

The purpose of this protocol is to observe and then give reflective feedback to an individual who is coaching, presenting, or teaching and being observed by a small team or group. This protocol is organized around an initial preobservation activity, followed by a postobservation activity.

PREOBSERVATION

Use the following steps to prepare for the observation.

1. Prior to observing an individual, agree on the time, and then identify a particular goal or target as the focus. Make sure you understand what has made this goal or target the focus.
2. Inquire as to any specific classroom expectations or outcomes that are important to observe. What makes them important?

OBSERVATION

Use the following steps while conducting the observation.

1. Observe performance that is working in the classroom or situations that meet classroom, communication, or presentation standards and expectations.
2. Identify strengths and practices that are working. Consider which instructional or classroom management expectations—that have been clearly identified—are being met and which potentially are not. Do not focus on areas you personally think are important.

POSTOBSERVATION FEEDBACK CONVERSATION

Use the following steps while conducting the postobservation session for offering reflective feedback.

1. The individual being observed reflects on the agreed-on target goal or outcomes and identifies what met the expectations or outcomes. They describe:
 - What they did to get the results they sought
 - What, if anything, they would do differently
2. The observer uses a safe conversational tone to offer the person they are observing:
 - A minimum of two value or value-potential statements related to the stated goal
 - One or more reflective questions, including any clarifying question they might have
3. The observed person responds using the remainder of the agreed-on time. The observed person:
 - Answers reflective questions globally or specifically, depending on time
 - Reflects on the feedback, takeaways, and possible next steps by asking themselves, “What was most beneficial from this feedback? What will I do as a result of this feedback?” and asking the observer, “When shall we do this again?”