Giving Feedback: Model

C | Clarify
the expected standard of performance

E | Explain
observed performance or behaviour

D | Discuss
the situation to understand differences between expected and observed behaviour

A | Agree
plans for improvement

R | Review
Progress and amend plans if necessary

Useful phrase:
- “This is what I expect to see”
- “This is what I actually see”
- “Can you tell me more about…”
- “This is what we’ve agreed”
- “Let’s review”

Adapted from:
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