Coach Module 3 – Provide Feedback and Evaluation that Increases Ministry Effectiveness

Coach Competency 3
Provide feedback and evaluation that increases ministry effectiveness.

The skill of providing both positive and/or constructive feedback has the power to transform relationships in our work, friendships, family and ministry. A lack of feedback is a dangerous thing. It can cause fear and suspicion and can cause people and teams to plateau and grow stagnant. Feedback has the power to grow and develop people, teams and ultimately the mission of the Ridge. We strive to always get better at creating environments where both the churched and unchurched can grow in their faith and this relies on a culture of feedback. Humility is the cornerstone of receiving and providing feedback and is a crucial part of our walk with Jesus. After all, pride is the original sin!

Read, Watch, and Reflect

Watch
- Why is feedback important? https://www.youtube.com/watch?v=udCqSrTzHSU
- You need this to be able to give feedback.
  https://www.youtube.com/watch?v=JrgUtluhbFM
- When to give feedback https://www.youtube.com/watch?v=DVSr4XdSyNM
- The 8 steps to feedback with three examples:
  https://www.youtube.com/watch?v=28N2p3smEsw

The Feedback Formula
1. Introduce the conversation
2. Empathize
3. Describe the behavior "I've noticed"
4. State the impact of the behavior
5. Ask the other person for their perception of the situation - (both people talk)
6. Make a suggestion or request
7. Build an agreement on next steps (if any)
8. Say thank you

Reflect
- How has your view of the value of giving feedback changed after watching these videos?
- What were your two biggest takeaways?
- In your opinion, what were the top five characteristics to giving great feedback from the
- video?
- Describe a situation where you gave or received feedback. What should have been done differently in light of the above videos?
- Where do you see an opportunity to begin implementing this in your life?

Read

Luke 6:45 - "The good person out of the good treasure of his heart produces good, and the evil person out of his evil treasure produces evil, for out of the abundance of the heart his mouth speaks."
- What stands out most to you about this verse?
- What does, "out of the abundance of the heart his mouth speaks," mean to you?
- How do you feel this verse ties in with the idea of providing feedback?
- Why do you think God places so much emphasis on the condition of our hearts?
- Why do think humility is important when giving feedback?

Ephesians 4: 29 - "Do not let any unwholesome talk come out of your mouths, but only what is helpful for building others up according to their needs, that it may benefit those who listen."
- Why do you think words are important to God?

Read
Culture of Feedback & Receiving Feedback

How to Have Tough Conversations with Church Volunteers

Reflect
Make it a point to identify your strengths and weaknesses. Knowing what you're best and worst at will help you know when you need to heed input from those you trust, and when you need to take the reins and lead strong. There will be occasions for both.
- Why do you think a culture of feedback is important?
- How is a culture of feedback created?
- What would you consider your top strength and top weakness/area to improve?
- How open are you to constructive feedback?
    - Would the people in your life agree with you? (spouse, friends, family, team)
    - How do you respond when people provide you with feedback?
- Describe one take away from each of the articles
- What surprised you from these articles?
- Was there anything you disagreed with?

Exercise
Think of two different people in your life (work, family, friend, ministry). Using the eight steps, write out positive feedback for one person and constructive feedback for the other.
- How did the exercise compare for the two team members?
- Was positive or constructive feedback more difficult and why?
- What value do you see in writing out feedback (positive or negative) first?
- Ask for feedback from a friend, a family member and your boss/coworker.
- Ask them what you're doing well at work/home. Ask them what you could do to be more helpful.
- How does it feel to receive their feedback?

Discuss

- What stood out to you the most from the readings and exercise?
- What challenged you the most?
- What questions were raised about gratitude.
- Pick one team member or one member from your personal life and decide on one piece of constructive feedback and one piece of positive feedback. Role play and practice giving this feedback.
    - Was positive or constructive feedback more difficult?
    - What suggestions do you have for yourself on how to improve giving feedback?
    - How could you incorporate more humility into your feedback?
    - What are 2-3 steps you can take in this area of providing feedback?