

Feedback Templates

HOW TO USE THESE TEMPLATES

These **Feedback Templates** provide a structure to guide conversations between colleagues. As the applicant seeking accreditation, you will need to **complete and submit a total of 4 written summaries** of conversations, guided by the following templates, and consisting of:

2 Technique-Focussed summaries, 1 Strategy-Focussed summary, and 1 Reflective Practice summary.

#1) The Technique-Focused Template is designed to guide a conversation after you have:

1. **observed a Group Conference** run by a colleague
(The colleague will preferably be a more experienced convenor.);
2. **been observed facilitating a Group Conference**
(The observer will preferably have completed the Group Conference convenor training, mentoring & accreditation process.)

This conversation will be most valuable if held after you have facilitated your first few Group Conferences;

#2) The Strategy-Focused Template is designed to guide a conversation after you:

3. **have been observed facilitating** a Group Conference
(by a fellow convenor, supervisor, manager or other appropriately skilled colleague).

This conversation will be more useful once you have already convened at least six Group Conferences or been practising in this area for one year – whichever comes first.

#3) The Reflective Practice Template is designed to guide a conversation with you and a supervisor or peer mentor:

4. **about your practice as a convenor** and using a recent conference as an example.

This conversation is most likely to be held within the context of a broader discussion about work-planning and professional development.

Each of these conversations should be understood as an exercise in colleagues working in partnership – working *with* each other, rather than one doing something *to* or *for* the other.

As general rules:

- Convenors should *first provide an assessment of their own performance*.
- Identify mainly the choices that *worked well*.
- Focus on only *a small number of changes* that might be required.
- Observers should likewise observe several elements of convening that have *worked well* before discussing what might be done differently.

Template # 1: Technique-focused discussion

What were the essential elements of this Group Conference:

- Incidents or issue(s)?
- Number of people involved?
- Unusual challenges?

The convenor should first provide an assessment of their own performance – identifying choices that worked well. If changes are required, focus only on a small number of these. An observer should also observe several elements of convening that have worked well before discussing what might be done differently. Areas of focus include:

- The efficacy of the introduction
 - To what extent:
 - was the conference *process* described?
 - were any questions from participants addressed?
 - was a general authoritative *tone* set?
- The tone of voice;
- The conscious use of eye contact;
- The use of silence;
- Minimal use of verbal encouragers;
- The extent to which posture and head and hand movements conveyed an appropriate neutrality;
- Using open- rather than closed questions;
- Structuring questions a particular way;
- The general amount of overt direction from the convenor;
- The amount of dialogue between participants;
- Techniques for drawing out a narrative explanation from anyone who might be having trouble articulating their story;
- The order in which people were invited to speak;
- Varying, as required, the expected sequence of participants speaking;
- Asking questions about both thoughts *and* feelings?
- Questions that seemed particularly effective?
- Managing a participant who lectures or otherwise disrespects other participants;
- Techniques to resolve conflict within the Conference;

- (Re)defining the process &/or principles, rather than becoming defensive, when managing conflict that may arise during the conference;
- The point at which conflict seemed to have been transformed into cooperation;
- The extent to which a private space was available for participants before the conference commenced, at breaks and during dedicated private time;
- When and how a break was offered;
- The fairness of the outcome plan for all participants of the Conference;
- The fairness of the outcome plan for each participant;
- How realistic the outcome plan appears to be;
- Whether any element of the plan required further negotiation before it was finalised;
- The extent to which the group conference ended with a sense of moving forward;
- Parts of the process that seem to have been run particularly well;
- Parts of the process that might have run better;



In a case involving a **participant with an ABI, ID or significant speech disability**:

- How was it assessed that they should/ shouldn't participate?
- What was done to support them to participate?

In a case involving **cultural differences**:

- How were these cultural differences managed / accommodated?



General principles

- What did you find helpful in convening the Conference?
- What was unhelpful?
- When did you most find yourself most challenged?
- How well did the seating arrangements work?
- To what extent did you observe a shift in people's thinking/ feelings?
- What seemed to cause this shift?
- What reactions of participants most struck you during the Conference?
- What reactions of participants did you notice after the Conference?
- Were you satisfied with the preparation?
- What is one thing you might do differently next time?

Template # 2: Strategy-focused discussion

Begin this reflection, with a colleague who has facilitated a Conference, by asking:

How did it go?

What were the essential elements of this Group Conference:

- Incidents or issue(s)?
- Number of people involved?
- Unusual challenges?

The most useful feedback will involve precise observations of specific moments or patterns in the Conference.

Observe & discuss:

- How did the convenor establish and maintain authority?
- What were some reactions of individual participants?
- What seemed to be the key moments in the general Conference dynamic?
- What were key elements of the Conference outcome plan?
- What comments did *participants* make immediately after the Conference?

(& possibly also)

- What comments did other *observers* make immediately after the Conference?

In sum, identify:

- *at least* three actions taken by the Convenor that worked well:

- Something that might have been done differently:

- A lesson from the Group Conference:

Template # 3: Reflective Practice discussion

Questions that both **the supervisor/peer mentor and the convenor** may find useful include:

- What have been your significant lessons about the group conferencing process?

- What do you feel are your strengths?

- What do you feel are the areas you have most confidence in?

- What do you feel are your areas for growth?

- What additional professional development are you seeking?

- In what ways can the agency provide better support for you as a convenor?

- What has been helpful/ unhelpful in our working relationship?
