



FEEDBACK & DEBRIEF PRINCIPLES

SAREEA acknowledges the importance of a healthy feedback culture within our climbing guiding community. We all need to have the confidence and humility to both give and receive safe, helpful and constructive feedback on our guiding practices in order to make our guiding activities safer for everybody.

Yes, it can be awkward to either give or receive feedback and it's normally not an easy thing to do, but it's vital in order to foster a high standard of safe guiding practice and keep us all current with safe practices. And ultimately, it could save someone's life.

So how do you give feedback safely, effectively and constructively? There are some simple principles to follow and a framework that we suggest.

Principles of feedback

- Timely – it's always best to provide the feedback soon after the event has been witnessed, so that the receiver can best put your comments into context.
- Descriptive and specific – the best feedback is descriptive and specific, not evaluative or with judgement.
- Respectful – everyone wants to be, and deserves to be, treated with respect. Provide an open discussion and offer help if asked or if you see it might be needed.
- Balanced – offer some positive as well as the constructive feedback.
- Be about things that can be changed – the aim is to help someone make their practices safer. Feedback should be about actions that can be changed.

Feedback Framework - AID

- A – Action: What activity or action did you observe that needs attention or discussion?
- I – Impact: What was the impact/consequence or potential consequence of the action?
- D - Desired Action: What would you suggest for next time? How could we make it safer?

Principles for receiving Feedback

- Feedback is a gift - A person cares if they give you feedback. It's a gift even though it might feel embarrassing or hard to hear.
- Explore it, try it on – Be objective about the feedback given. Ask for clarification if needed. Try it on. Entertain the possibility that it could improve your practice.
- Be thankful – It's harder to give feedback than to receive it. Being appreciative encourages a healthy feedback culture.

Debriefing effectively

One of the most effective ways to ensure continual improvement in practices is a team debrief at the end of each guiding session. It does not have to take long and a practiced group can have a solid debrief within a few minutes. Suggested debrief questions for the team are:

- What worked really well today that we'd do again next time?
- What would we change if we ran the day again?
- If we were to make the day even safer, what would we do?
- As an instructor, how could I be safer and easier to work with?
- Is there anything else we should discuss that we haven't already?