



# *Give Feedback to Your Learners... with CARE!*

**Whether in the classroom or coaching, you give feedback to help improve performance. How you give feedback to learners can affect their attitude and overall results.**

Use the **CARE** method:

## **C**oncentrate on action

Give feedback on what you observe, not speculation or judgment. For example, say, "When you were entering the transaction, you were watching the other Teller," instead of "You weren't paying attention when you were entering that transaction."

## **A**sk if you can provide feedback

Learners may be more receptive if you ask to be invited. You might consider saying, "May I show you how you might count that?" "May I give you some feedback about...?" "Would you like me to help you?"

## **R**espond now

The closer to the event, the more impact your feedback will have. Other than when working with a customer, try to give learners feedback immediately, rather than wait and accumulate several issues.

## **E**asy does it!

Don't overload the learner with information. Resist saying, "Remember when I showed



you...?" or "Remember, one of the reasons we do it this way is because...?" Instead, try to give simple straightforward feedback so the learner can process it.

