WHAT AND HOW DO I CORRECT MISTAKES?

WHAT DO WE MEAN?

INFORMATION ABOUT THE MISTAKE, EXPLAINING WHAT NEEDS TO BE IMPROVED

WHEN TO DO IT?

AS SOON AS POSSIBLE AFTER THE ERROR OCCURS

TURN MISTAKES INTO A LEARNING OPPORTUNITY

WHAT DO WE WANT?

HOW TO DO IT?

1. NEVER MAKE VALUE JUDGMENTS IN PUBLIC
2. GIVE INDIVIDUAL FEEDBACK
3. FOR EVERY NEGATIVE FEEDBACK, FOUR POSITIVE COMMENTS

WHO SHOULD DO IT?

SPLIT FUNCTIONS, FOCUSING THE HEAD COACH IN THE MAIN CONTENT, AND STAFF IN SPECIFIC INDIVIDUAL INSTRUCTIONS

ekkono
Research and Development