The Power of Coaching and Feedback

Mia Pumo

@mpeacepumo

Mia Pumo

Guiding Questions

- How does our brain react to feedback?
- How does brain science help us to give more effective feedback?
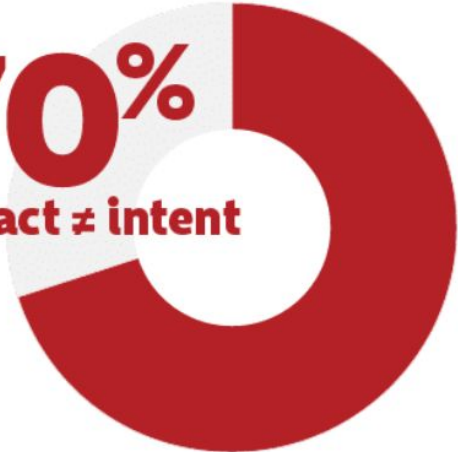- How can coaches and school leaders create conditions for growth and success?

Constructive Coaching

@mpeacepumo

RESULTS WHEN WE GIVE FEEDBACK

30% of the time performance **Improves**

40% of the time performance **gets worse**

30% of the time performance **stays the same**

70% impact ≠ intent

Columbia University Research Study

Feedback Block Party

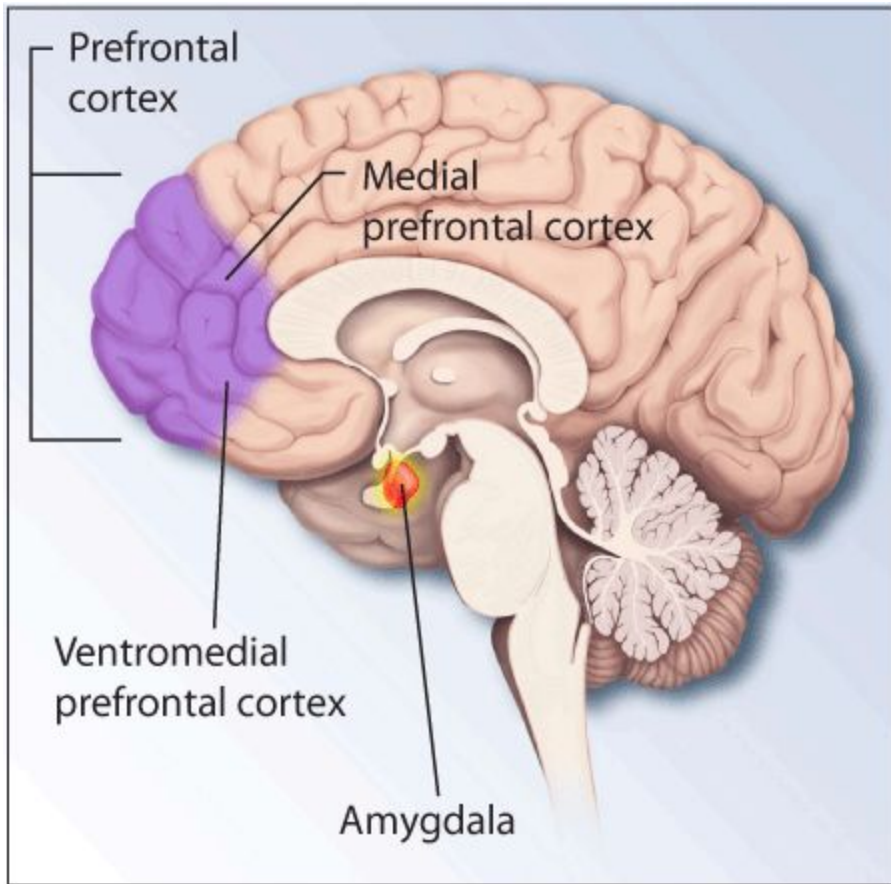Walk around "the block," read all the quotes, and stand by the quote you like best.

Discuss with your group why you chose that particular quote.

Debrief:

If we know feedback is important for growth, why is it so difficult to discuss?

Prefrontal cortex

Medial prefrontal cortex

Ventromedial prefrontal cortex

Amygdala

Brain Structures Involved in Dealing with Fear and Stress

Stress releases cortisol in the brain.

Inhibits a person's ability to:

- Think clearly and objectively
- Solve problems
- Collaborate
- Be creative
- Have empathy
- Communicate

Dopamine

The Reward Chemical
Motivation and Concentration

Completing a task
Doing self-care activities
Eating healthy food
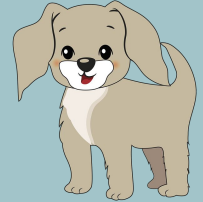Striving towards a goal
Celebrating the win

Oxytocin

The Love Hormone
Increases Trust and Builds Relationships

Playing with a pup or child
Hugging a loved one
Giving or receiving a compliment
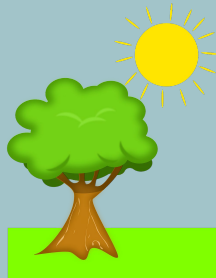Connecting with others

Serotonin

The Mood Stabilizer
Well-being and Happiness

Yoga
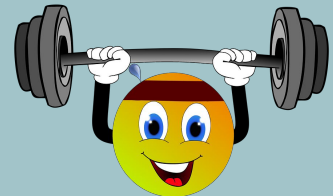Meditating
Running
Nature Walks
Sun Exposure

Endorphins

The Pain Killer
Relieves Stress and Blocks Discomfort

Essential Oils
Watching a funny movie
Eating dark chocolate
Exercising

Feedback Nightmares

Write for 2 minutes about a time you gave or received feedback and it was a negative experience. Write something you don't mind sharing.

So how do we create a culture open to feedback?

"...There are two required underlying conditions which enable feedback to be effective. First of all, the employee has to want to improve. Secondly, there must be some level of trust between the giver and the receiver."

Mark McMillion
"Feedback Without Trust is Just Noise"

As you read, "**Your Brain on Feedback**" use the **Connect, Extend, Challenge** learning tool to guide you through the article.

Psychological Safety

Psychological safety is the belief that you won't be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes.

Center for Creative Leadership

Benefits:

❖ **Better learning, innovation, and adaptability**
❖ **More efficient problem solving**
❖ **Higher creativity levels**
❖ **More staff engagement and job satisfaction**
❖ **Stronger staff morale**
❖ **Higher productivity and achievement**

What does it mean for us?   By listening and asking we are building trust.

Bite-size Feedback

What do you notice about the relationships and expectations?

Learning Through Reflection

What are your takeaways?

Is feedback part of your culture?

Are you open to feedback as a leader?

Does your staff talk about feedback often?

How are students receiving feedback?

How will you apply this to your work?

In your journals, take three minutes to reflect on the day. Tweet your takeaways and tag me @mpeacepumo.

Today's Big Ideas

1. Understanding yourself will make you better at giving feedback.
2. Understanding others will help you to give more effective feedback.
3. It is possible to make feedback conversations comfortable and empowering.

@mpeacepumo

Next Steps

Take flyer and let's connect to talk about how building trust around coaching and feedback could positively impact your school or division with teacher retention and student achievement.

Leave your name, school or division, and email to get more information on opportunities for you and your staff.

@mpeacepumo

March 15-17, 2023
Appalachian State University
Boone, NC

Other Services
Instructional Coach Development - Coach Academy
Coaching for Leaders - Lead to Thrive

Coaching in Education

Contact me:
Mia: miapumo7@gmail.com

@mpeacepumo