



Executive Summary

Inside the School 20-Minute Trainer: *How to Give Feedback No One Wants to Hear*

All employees deserve honest and candid feedback so they can improve job performance. Delivering candid feedback is not fun and usually not someone's strong suit. Yet, it is an important part of being a manager. *The 20-Minute Trainer: How to Give Feedback No One Wants to Hear* will walk you through the necessary steps to give clear and succinct feedback.

It is understandable that administrators are reluctant to give feedback. No one wants to potentially create ill will, rattle a fellow educator's confidence or alarm staff before a meeting. *How to Give Feedback No One Wants to Hear* will help you understand how to give feedback so a teacher can improve her job performance. It's awkward, but it will ultimately help the teacher and benefit student learning.

After viewing the 20-Minute Trainer you will learn to:

- Avoid common errors in giving feedback and follow specific steps to accomplish the goals of delivering feedback
- Identify common errors in giving feedback and how to avoid them (including the "criticism sandwich")
- Identify key steps to take in giving critical feedback and then following through afterwards

About the Presenter: Suzanne Tingley

Suzanne Tingley began her career in education by teaching English in Paraguay, South America as a Peace Corps Volunteer. She served as an elementary school principal for 3 years and then became a superintendent of schools, retiring after 15 years in that position.

Tingley has published over 60 articles in education journals including seven commentaries in *Education Week*, the education journal of record.

She is an adjunct professor for the State University of New York in the Department of Education Administration. In 2007 she was named a "Woman of Distinction" by the New York State Senate. Tingley holds a BA from The Ohio State University and an MS from the State University of New York at Oswego.

20-Minute Trainer:

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Cost:

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