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| Module 4 – Part 1  Observing Staff, Giving Feedback, Coaching and Modelling Good Practice | | | |
|  | ​The third task of Practice Leadership is observing staff, giving feedback, coaching, and modelling good practice.  ​By doing this task well, Practice Leaders help support workers to:   * Develop new skills. * Refine existing skills. * Reflect on their practice. * Receive new ideas and suggestions. |

[www.practiceleadershipresource.com.au/module4](http://www.practiceleadershipresource.com.au/module4.html)

# Module 4 - Part 1 Activities

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| Activity 4.1 Observing support | |
| **Watch the video** [**Pool observation**](https://youtu.be/7W3EDJH4V4g) **and make notes about the support you observe.** |  |

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| Activity 4.2 Thinking about feedback | |
| **Look at the notes you made for Activity 4.1 or watch the** [**Pool observation video**](https://youtu.be/7W3EDJH4V4g) **again.**  **Plan your feedback to the support worker. Use the questions presented in this module to guide your feedback.** |  |

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| Activity 4.3 Providing feedback | |
| Watch the videos [Poor feedback](https://youtu.be/LOcm6a9b7Mo) and [Good feedback](https://youtu.be/ti2J0612yMs), and answer the following questions. | |
| 1. **How did the Practice Leader provide feedback in each of the scenarios?** |  |
| 1. **What were the differences between the way feedback was provided in the first and second scenarios?** |  |
| 1. **What was it like for the support worker in each of the scenarios?** |  |