



## Question how you're going: checklist

Feedback questions should help you work out what you **are doing** and how it compares to what you **should or could be doing**. Effective feedback also:

- guides you to the clue that will help you improve
- is most useful when it's soon after the event
- is best when you're both calm and attentive
- it should leave you both feeling good

If all this sounds too hard then here's an easy approach that should start a useful conversation. When you notice something isn't quite right, just ask questions like:

*How do you think you went? What would help you do it better next time?*

To get good at giving feedback use the checklist below with your learner.

### Checklist to help you judge and improve your use of feedback

DESIRABLE	MORE INFORMATION ABOUT WHAT YOU SHOULD DO
<input type="checkbox"/> Soon after and calm	If you wait too long, memories of what happened will fade. When you and the driver are calm you have the attention you need to make feedback effective. Soon after and calm live together. If one is absent you may have to wait until the mistake is repeated later on but the situation is different.
<input type="checkbox"/> How did you (or I) go?	To notice errors you have to pay attention and be able to work out which part or parts of the action are incorrect. For example, saying 'You didn't change lanes properly back there' is unhelpful—it describes an action that has many parts, and it says what didn't happen rather than what did happen. In this case perhaps the learner began to steer first before looking over their shoulder.
<input type="checkbox"/> How should you (or I) go?	This step requires you to know what the correct action is and preferably be able to explain and demonstrate it. If you're not absolutely sure, find out the facts: you could learn with your learner. Ask a keys2drive accredited driving instructor. When you both know and agree on the facts there shouldn't be any arguments. Wrong information can lead to poor habits that later on will be hard to change.
<input type="checkbox"/> What's the clue that will help you (or me)?	You agree there is a difference between 'did do' and 'should do'. At this point if you say, 'Have another go', or, 'Do more practise', it's unlikely you will see a quick improvement. Worse, the same mistake could be practised, which could lead to frustration. Before having another go there must be a clue for solving the learning problem. This is the step most often missed or done poorly. Clues can be prompts, suggestions for trying it a different way or a question that leads to new understanding. You can access clues by saying 'We know exactly what you should do. What will help you get it right next time you try?'
<input type="checkbox"/> Feel good?	When giving feedback, aim to stay in the 'feel good zone'. Praise the bits that are good enough and provide encouragement for the bits that need to improve. Don't praise poor actions as this will send the wrong message. But you can praise effort. When the driver gains confidence ease back on the praise so they don't get over confident. It's a good time to 'raise the bar'.