

EASY WAYS TO PROVIDE REGULAR FEEDBACK

In seniors' care settings, feedback tends to work best when it is brief, immediate, connected to resident impact, and embedded into the day rather than feeling like a formal performance review. Since teams are busy and often working under time pressures, a "quick coaching" or "pulse coaching" approach usually gets stronger engagement.

Some easy approaches:

- **60-second huddles:** During shift change or morning huddles, recognize one thing the team did well and one area of focus for the day.
 - *"Yesterday I saw excellent teamwork supporting Mrs. Smith during a challenging moment. Today, let's continue focusing on resident communication before care tasks begin."*
- **Catch people doing something right:** Give immediate positive feedback in the moment.
 - *"I noticed how you sat down and made eye contact with that resident before assisting them. That created dignity and connection."*
- **Walk-and-talk coaching:** During rounds, stop for a brief conversation instead of scheduling meetings.
 - *"Can I ask how that interaction went?"*
 - *"What worked well?"*
 - *"What might you try differently next time?"*
- **Use the "Continue – Start – Stop" method**
 - *Continue: "Keep acknowledging residents by name."*
 - *Start: "Try explaining each step of care before providing assistance."*
 - *Stop: "Avoid rushing through interactions without checking understanding."*
- **Micro-feedback cards or sticky notes**
 - *Leave a short-handwritten message:*
 - *"Thank you for helping support a colleague today."*
 - *"Your patience with families was noticed and appreciated."*
- **Recognition boards**
 - *"Resident Moment of the Week."*
 - *"Team Member Shout-Out."*
 - *"Acts of Compassion."*
- **Two-minute end-of-shift check-ins**
 - *Ask:*
 1. *What went well today?*
 2. *What challenged you?*
 3. *How can I support you?*
- **Connect feedback to purpose and mission**
 - *Instead of:*
"You need to communicate more."
 - *Try:*
"When we acknowledge residents and explain what we're doing, we preserve dignity and create trust. Those small interactions are often the moments residents remember most."
- **Peer recognition**
 - *Encourage staff to recognize one another:*
 - *"Who on the team made your shift easier today?"*

For a multi-generational workforce in seniors' care, the principle is usually: keep standards consistent but customize the delivery. Some staff appreciate public recognition, others prefer private feedback, some want detailed coaching, and others prefer concise direction.

A simple leadership formula that works well in long-term care and retirement settings is:

Observe → Acknowledge → Coach → Connect to resident impact

Example:

"I noticed you jumped in quickly to help your colleague with transfers today. Thank you. One opportunity would be slowing down slightly when introducing yourself to residents. Those first few seconds create trust and reinforce our mission of person-centred care."

This type of feedback often takes less than two minutes and gradually creates a coaching culture instead of a correction culture.