

The Feedback Process

1. Feedback Email sent from ActiveCampaign
2. Client completes feedback form
3. You receive email notification that the feedback is complete
4. You can view the feedback in your own Google sheet
5. Return video feedback via email/messenger

How to give feedback

1. Intro
2. Their feedback
3. Ask questions
4. Week ahead

1. Points to talk about
2. Questions they asked
3. Questions you want to ask

Effective Feedback Template

Read through the feedback received and make notes on the following

Things they did well

-

Things they can improve upon

-

Questions they asked

- Is there anything in your opinion I could do better with or need to improve on.

Questions you want to ask

-

Any other notes?

- Stamina for race day

Principles when providing feedback

- **Connect**

- Presence
- Enthusiastic interest
- Compassion

- **Uplift**

- Energy
- Focus
- Fun/Humour

- **Praise**

- Time hop
- Acknowledge strength
- Give appreciation