The Coach Criticism Review

Hear the issue, check the facts, carry the repair.

A useful response distinguishes a real error, a justified decision, and an accusation that still needs evidence.

Example: a parent reports a late cancellation notice. The coach checks the message time, acknowledges a delayed send, and confirms the revised sender and notification process.

01 Clarify the concern

Ask about a specific event.

Parent's stated concern

Concrete example requested

Observed fact

Interpretation to check

02 Inspect responsibility

Review before replying.

Record or instruction to inspect

Coach-owned part

Other role to contact

Uncertainty remaining

The Coach Criticism Review / Review & follow-through

03 Draft the answer

Be specific about the response.

Error to acknowledge

Decision basis to explain

Private boundary to keep

Repair or question route

04 Keep the promise

End with carried work.

Follow-up task and owner

Completion date

Action actually completed

Lesson for next communication