41st Annual InterCourt Conference

ADVANCING JUVENILE JUSTICE SINCE 1984

Session 4C:
Optimizing Our
Playbook: Feedback—
Driven Improvements

March 14, 2025
8:15 a.m.— 9:45 p.m.

Hilton Columbus at
Easton Town Center
Columbus, OH

FACULTY BIOGRAPHIES

MYRINDA SCHWEITZER SMITH received her Ph.D. from the University of Cincinnati School of Criminal Justice and is the Executive Director of the University of Cincinnati Corrections Institute. Dr. Schweitzer Smith has co-authored publications, presented nationally and internationally on effective interventions, and served as a project director for over 300 projects involving program evaluation, the development and implementation of cognitive-behavioral programs for delinquency, criminality, substance abuse, employment, and sexual offending, and effective practices for community supervision and support. She serves and participates on a multitude of advisory boards and professional organizations supporting the health and wellbeing of those working in and those impacted by the justice system. Most recently, she is actively engaged in several projects that aim to transform juvenile justice and reentry practices to positively shape lives and create safer communities.

JENNIFER SCOTT joined the staff of the UC Corrections Institute (UCCI) in July of 2012, and currently serves as Production Coordinator, overseeing development and production of UCCI products and services, as well as communication and marketing initiatives. A member of UCCI leadership team, Jennifer supports vision and mission of UCCI to be a world class technical assistance povider who researches, develops, disseminates and implements evidence-based practices in corrections. As Principle Investigator of training and technical assistance awards as well as Project Director of new product development, Jennifer supports collaborative opportunities with criminal and juvenile justice agencies at local, state and national levels. Within the University setting, Jennifer serves as liaison to the University's Office of Innovation in the dissemination of UC intellectual property and UC's Information Technology Solution Center (ITSC) for product automation partnerships.

Optimizing Our Playbook: Feedback-Driven Improvements

Jennifer Scott

Associate Director

University of Cincinnati Corrections Institute

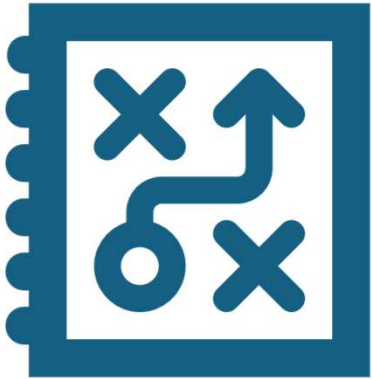**Myrinda Smith, Ph.D.**

Executive Director

University of Cincinnati Corrections Institute

Optimizing our Playbook: Feedback Driven Improvements

A Key to All- Star Performance

Myrinda Schweitzer Smith, Ph.D. & Jennifer Scott

University of Cincinnati Corrections Institute

Living Our Playbook

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Our playbook: RNR Model of Assessment and Treatment

THE CORE RNR
PRINCIPLES & KEY AREAS

OVERARCHING
PRINCIPLES

ORGANIZATIONAL
PRINCIPLES

Bonta & Andrew, 2024

The Value of Feedback

BUILDS TRUST AND
RELATIONSHIPS

ENHANCES
PERFORMANCE
AND DEVELOPMENT

ENHANCES
INNOVATION AND
CREATIVITY

DRIVES INDIVIDUAL
& ORGANIZATIONAL
SUCCESS

FOSTERS A
CULTURE OF
ACCOUNTABILITY

SUPPORTS HEALTH
AND WELL-BEING
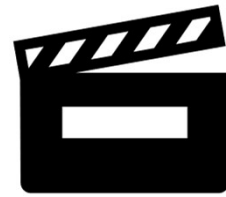
Feedback is a Gift

"Giver"   "Receiver"

5

Characteristics of Meaningful Feedback

- Specific
- Objective
- Timely
- Relevant
- Constructive
- Actionable

- Warm
- Genuine
- Trust
- Right time and place
- Two-way communication
- Respect

Think-Pair-Share

Identifying the Who, What, When, and How of Feedback
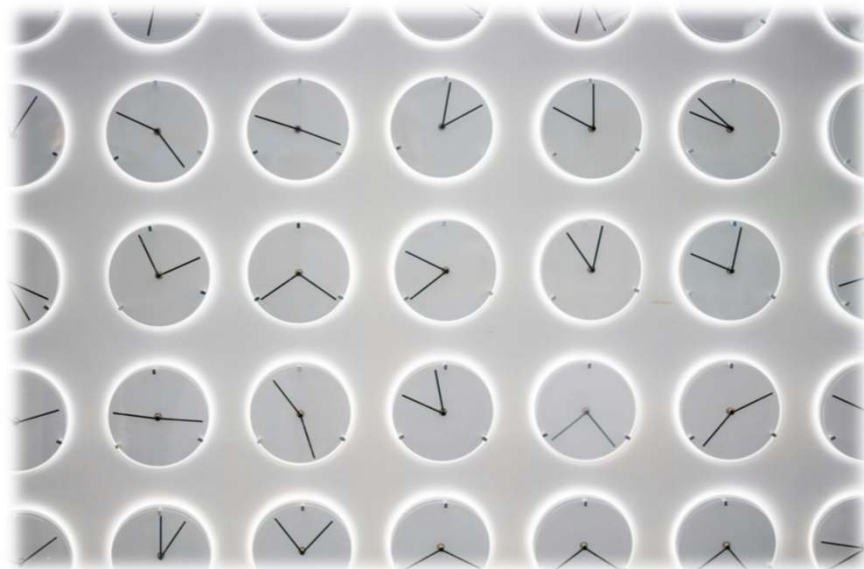
Discerning Who to Give Feedback To

- Officer to Officer
- Supervisor to Supervisee
- Officer to Supervisor
- Officer to client
- Officer to support network of client
- Who else can you imagine?

Determining What Feedback to Give

Behavior

Impact

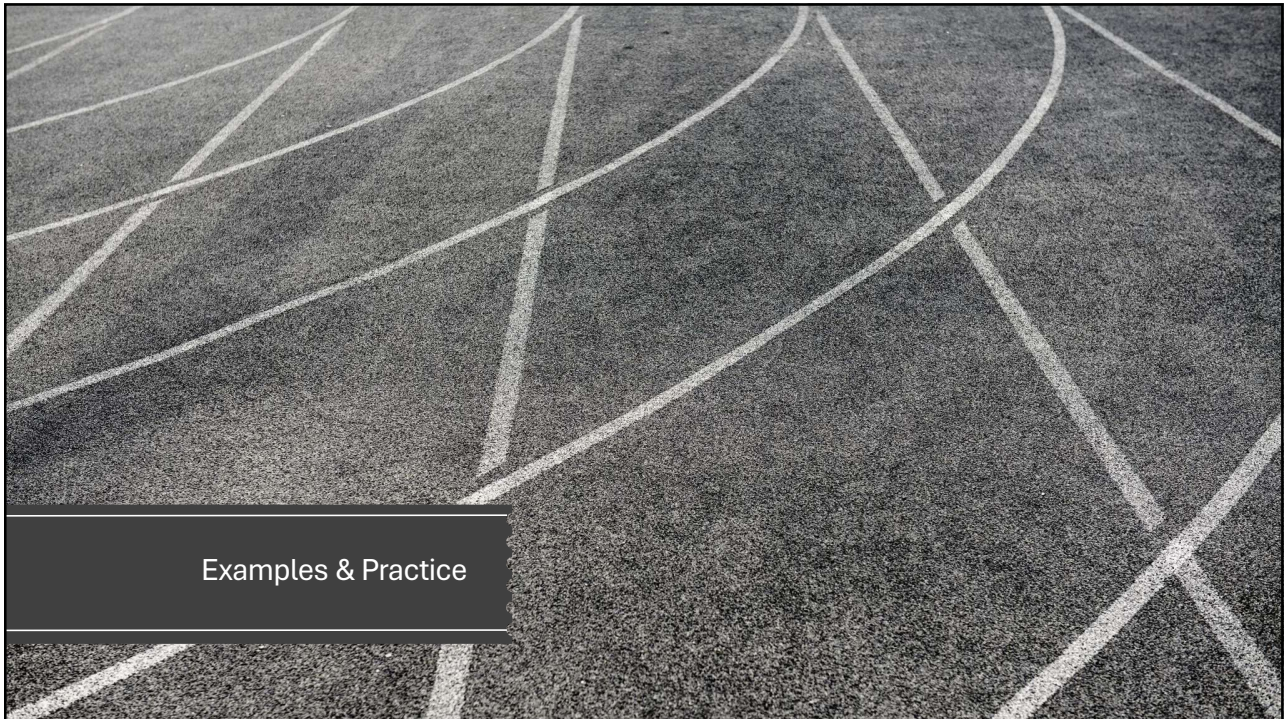Improvement/continuation

Timing of Feedback

Strategies for Giving Effective Feedback

- The SBI Model
- The Grow Model
- Structured Social Skill

Tips!

- Prepare for Feedback
- Create a Positive Feedback Environment
- Encourage dialogue and participation
- Provide feedback to build competency and confidence

Examples & Practice

Strategies for Receiving Effective Feedback

- Structured Social Skill
- Active Listening
- Processing & Reflecting
- Responding constructively

Examples & Practice
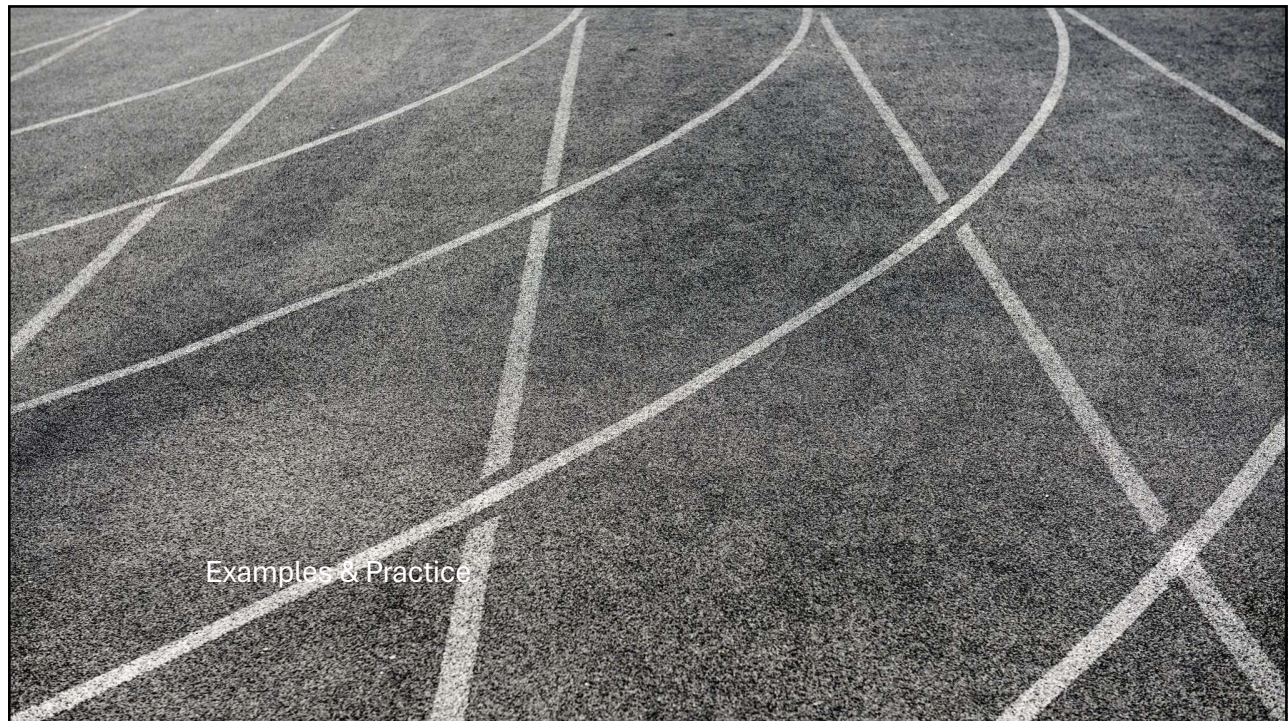
Putting it all together!

In groups of 3, practice giving and receiving feedback with an observer

Integrating Feedback into Daily Practice

🔄	**Sustaining Feedback Culture**	Encourage continuous feedback loops
📋	**Action Planning**	Create individual feedback plans
✔️	**Monitoring and Adjusting**	Engage in ongoing evaluation and improvement

Follow-up and Continuous Improvement

- Celebrate Successes
  - Acknowledge and reward positive changes

Reflection & Takeaways

Questions