

BASIC PRINCIPLES

FEEDBACK

1. Focus on the situation, issue, or behavior not on the person

- ✓ Behavior: “You listened to the patient and responded with empathy when she seemed sad.”

2. Maintain constructive relationships with others

- ✓ Comment on what went well so that those behaviors can be repeated.
 - “You reviewed the discharge plan clearly and arranged follow-up for the patient. This is an example of really excellent patient care.”

3. Take the initiative to make things better

- ✓ Describe the gap between what was observed and what is expected.
 - “I noticed your phone rings frequently and interrupts you when you are talking with patients. Can you silence it when you are in a patient interview?”

4. Lead by example! You are a role model.

5. Other considerations:

- Time the feedback appropriately (moods and needs).
- Provide feedback when emotionally stable and rested.
- Describe observations made (who, what, when, where, how)
- Use specifics: use skills check list; avoid general statements
- Use facts: avoid opinions or judgments
- Be sensitive, constructive: focus on behavior, not the person
- Suggest alternate behavior(s)
- Listen carefully. Be careful of tone and inflection
- Do not speak critically of the learner to others
- If you see, think, or sense something is wrong, intervene!

Other cont...

- Give a positive feedback sandwich: commend, recommend, commend.
- Let them know ambiguity is not a bad thing – “be comfortable, being uncomfortable”
- Patience, patience, patience!!