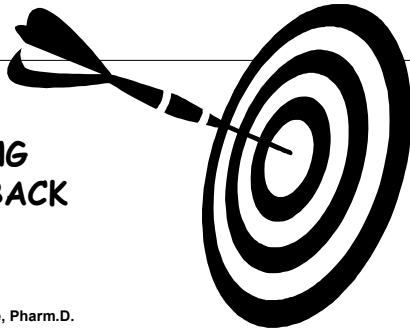


GIVING FEEDBACK



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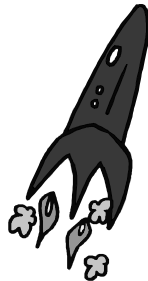
Feedback vs. Teaching

- Feedback is primarily about assessing "PROCESS"

- Teaching is primarily about "CONTENT"

Feedback

- Feedback Agreement
- Quick Feedback
- Formal Feedback
- Written Feedback



SOURCES of FEEDBACK

- ENVIRONMENT
 - Patient
 - Personal Perception
 - Peers

- Resident
 - To improve accuracy of Personal perception you might ask the learner to "pay attention" to cues in the environment rather than tell them what to do to improve

NEW NOMENCLATURE

Positive
Feedback

Negative
Feedback

USEFUL FEEDBACK

REINFORCING

MODIFYING

IMPROVE PERFORMANCE

Feedback Agreement

- Discuss your plan for feedback with the student/resident, get buy-in.

- Describe the difference between "Quick" and "Formal" Feedback and how and when each will occur.

- Remind team members that they can initiate the feedback process by asking specific questions.

- Discuss learning goals

ASK-TELL-ASK...

ASK

- Ask for the student/resident's self-assessment.

TELL

- Acknowledge and address their concerns
- State your observations
 - Provide feedback on at least one thing that the student/resident did well
 - Address a maximum of one - two other areas for improvement
- Provide focused teaching

ASK

- Check student/resident's understanding
 - Discuss a "Plan for Improvement"
-

Why Begin with "ASK" not "TELL"

- Get learner perspective
 - Find out if learner has insight
 - Address the learner's concerns first
 - More collaborative
-

"TELLING"

- Acknowledge** and address their concerns
 - State your observations**
 - **Provide feedback** on at least one thing that the student/resident **did well**
 - Address a **maximum of one - two other areas for improvement**
 - Provide focused teaching**
-

Final "ASK"

- Check student/resident's understanding
 - Discuss a "Plan for Improvement"
-

Qualities of Useful Feedback

- Based on an observation
 - Descriptive, specific, criteria
 - About behavior not personality
 - Delivered in small doses
 - Delivered privately when needed
-

Giving Feedback

- Discussion/ Questions
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