



# Feedback Imperative

## 1. Effective Feedback Conversations 09-22-20

### 1.1 The Feedback Imperative




## Effective Feedback and Learners will Love You

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### 1.2 Overview

## Objectives

7 Steps in FB Conversations 

Effectively dealing with +’s and Δ’s

Language of Effective FB

Requires Needs Assessment

Ends in an Action Plan

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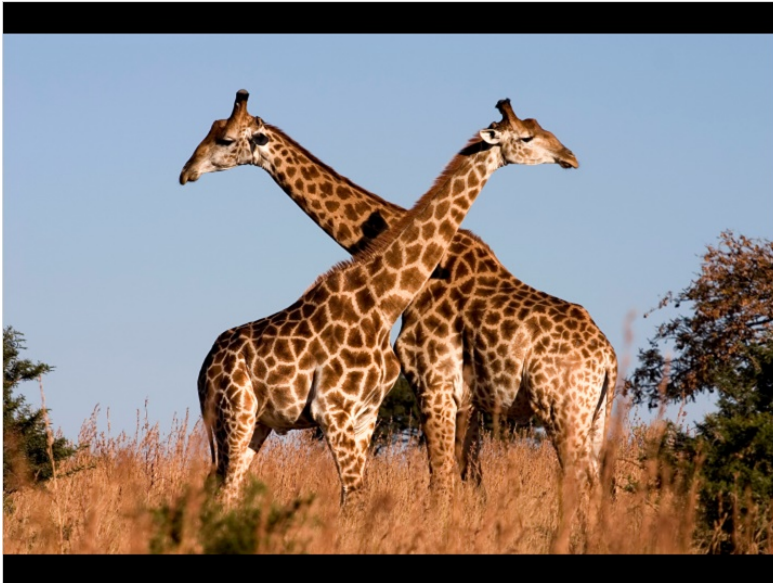
### **1.3 Goal of Feedback**

#### **Support Students**

The Goal of Feedback is to ensure that the learner improves, while at the same time maintaining his/her self-respect.

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### **1.4 Student's Stick Neck Out**



## 1.5 Confidence

### Confidence



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## 1.6 Set Expectations

### First Day: Set Expectations



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## 1.7 Instructions Need to be Clear

### Instructions Need to be Clear



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## 1.8 First Day Calendar

### First Day: FB Calendar

Feedback Calendar						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	FB FB	FB FB	FB FB	FB FB	FB	
	FB FB	FB FB	FB FB	FB FB	FB	
	FB FB	FB FB	FB FB	FB FB	FB	
	FB FB	FB FB	FB FB	FB FB	FB	

## 1.9 Normalize Mistakes


### First Day: Normalize Mistakes



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## 1.10 Step 1: Encourage Self-Assessment

### Steps in Effective Feedback

1. Encourages self-assessment 
2. Covers positives and  $\Delta$ 's
3. Refers to specific, observed behavior
4. Limited in the amount
5. Timely
6. Occurs in an appropriate place
7. Ends with an action plan

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### 1.11 Self-Assessment Std Q's

## Encourage Self-Assessment

"How do you think you did?"



APPRAISE

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### 1.12 Self Assessment Better Q's

## Encourage Self-Assessment

"What was most challenging for you?"

"We have a few minutes for me to give you some FB. What would you like to talk about?"

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### 1.13 Ky Rysdall

#### Self-Assessment does NOT mean Self-Grading

"How do you think you did?"


"Were you able to accomplish what you wanted?"

Ky Rysdall Interviewing  
Christine Lagarde  
Managing Director of the IMF

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### 1.14 Step: Covers +'s and deltas

#### Steps in Effective Feedback


1. Encourages self-assessment
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## 1.15 Intro to FB Sandwich

### Covers +’s and Δ’s



Positive Feedback


Constructive Feedback

Positive Feedback

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## 1.16 FB Sandwich Example

**Here is a student who has terrible patient presentations on rounds and does not synthesize information well.**



“I’d like to give you some mid clerkship feedback. You are doing very well. You are really great with the patients and everyone on the team really likes you. I think you should work a little more on your oral presentations which are not well organized and perhaps you could work on your assessment and plan as well. You gave a great Talk the other day on Kawasaki’s. Everyone learned a lot and your slides were really creative.”

What’s wrong with that?



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### 1.17 Dissecting the Sandwich

- “I’d like to give you some mid clerkship feedback. You are doing very well. You are really great with the patients and everyone on the team really likes you.
- I think you should work a little more on your oral presentations which are not well organized and perhaps you could work on your assessment and plan as well.
- You gave a great presentation the other day on Kawasaki’s. Everyone learned a lot and your slides were really creative.”

How would you fix this?



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### 1.18 Reinforce Positives and be Specific

#### Reinforce Positives and be Specific




“You interact really well with the team by listening attentively and anticipating their needs. You show excellent situational awareness and offer to help even before being asked.”

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### 1.19 Improved Delta

## Improved Delta



"I'm concerned about your oral presentations on rounds. It is difficult to follow because you are not following our template. Additionally, you are missing important differentials and are not identifying specific and sensitive signs and symptoms which would help you narrow your differential."

**Be gentle, NOT subtle**

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### 1.20 Get Student's Perspective

## Get Student's Perspective

"What are your thoughts about this?"



**Giving Feedback**

**Action Plan**

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### 1.21 Intro to Language of FB



### 1.22 Non-Judgmental FB

#### Non-Judgmental Feedback?

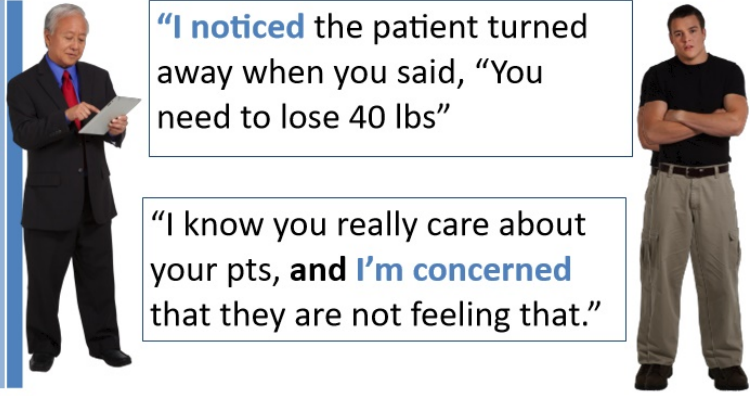
- “I” statements with good judgment



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### 1.23 “I” Statements

## “I” Statements



“I **noticed** the patient turned away when you said, “You need to lose 40 lbs”

“I know you really care about your pts, **and I’m concerned** that they are not feeling that.”

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### 1.24 Application

## Application

Assessment of Performance	+	Δ
		Pt drank 3 beers a day – Not addressed

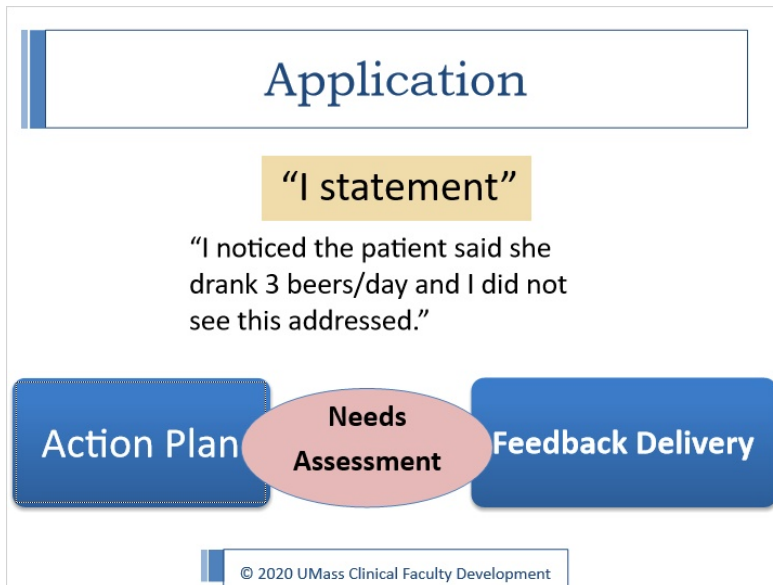
“I statement”

“I noticed the patient said she drank 3 beers/day and I did not see this addressed.”

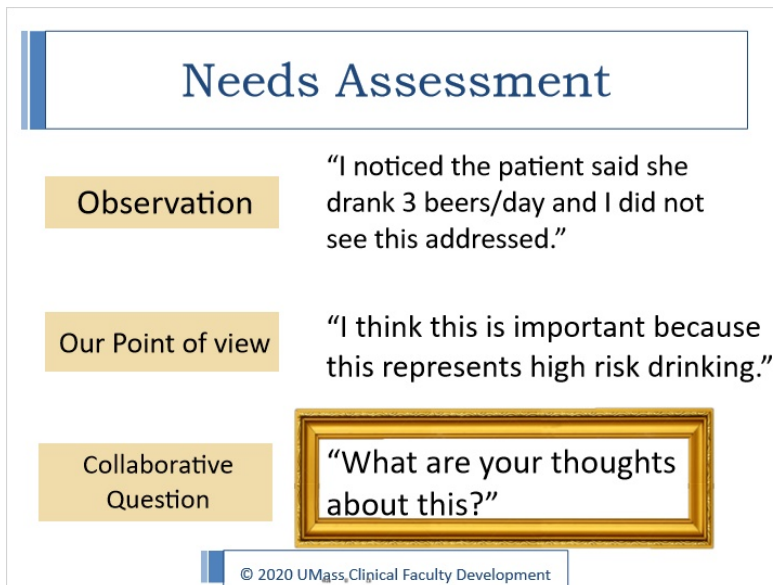
Feedback Delivery

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## 1.25 Apply and Needs Assessment



## 1.26 Get Frame



## 1.27 Summary

### Summary

1. Encourages self-assessment
2. Be Specific covering +’s and Δ’s
3. “I” Statements and transparency
4. Get Learner’s Frame (Perspective)
5. Ends with an action plan



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## 1.28 Questions



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