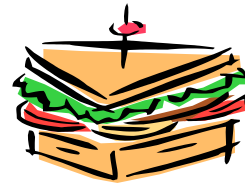


Giving Feedback



- Estimated 50% of performance problems occur because of lack of feedback
- Sensitively delivered feedback can increase motivation and success
- Effective Feedback can:
 - Support effective behaviour
 - Guides and puts individuals back on track
 - Acts as a barometer to show where you stand
 - Recognizes progress
- Inferences vs. behaviours
 - Inferences are something you conclude, is an opinion and not always fact
 - Behaviours are actions or words that can be observed, described or heard.
- Provide a 'safe place' that allows confidentiality. With urgent feedback ask, "Is now a good time" if "No", "when is a good time".
- Sandwich Method
 - Give some positive feedback, then some corrective feedback, end with positive feedback
 - Message sometimes is missed
- SBIR Model
 - Deliver with a goal or **situation**
 - Targeted **behaviours** and examples
 - Explain the **impact**
 - Discussing the **recommendation** (what to do more of, less of)



Example (Preceptor to Clinical Trainee):

S: You have a goal to appropriately assess the therapeutic needs of a patient with heart failure.

B: The patient you just presented showed that you were able to correctly identify and interpret the physical assessment parameters, although you missed some important information in your medication history that would have helped you make a decision here.

I: You're close to being able to work up and make recommendations about these sorts of patients independently.

R: Keep practicing the patient assessment skills in more heart failure patients and be sure to focus on doing a thorough medication history as part of that.

Example (Supervisor to Employee):

S: You have a goal to run an effective meeting.

B: The last two meetings I attended you had pre-meeting agendas with assigned responsibilities

I: Team members came prepared with data & accurate next steps could be agreed upon.

R: Continue preparing agendas in advance.