

Feedback

Feedback is a key component behind successful learning and should motivate learners to take ownership of their learning and give them the confidence to achieve their outcomes (Race, 2014)

Why is effective feedback important?

- Helps identify ways to narrow the gap between actual and desired performance
- Promotes reflection
- Provides reassurance and support
- Informs learners of their progression
- Aligns with SSSA

Feedback should always be

- Timely – as soon as possible
- Helpful – feel like they have learnt
- Inspiring – want to learn more
- Necessary – improves learning experience
- Kind – speaks for itself!

Models of feedback

Feedback sandwich

- Identify what went well
- Suggest something that could benefit from change
- Reinforce positive messages

Note: Continuous use results in learner waiting for the "but" in the middle so loses effectiveness

SBI model

Situation – Describe the situation – be specific about when and where it occurred

Behaviour – Describe the observable behaviour – do not assume you know what the other person is thinking

Impact – Describe what you thought or felt in reaction to the behaviour

Chronological Fashion

- Reflecting on Observations chronologically
- Reiterating events in the sequence they occurred
- Giving feedback throughout

Note: Useful for short sessions but too much detail hinders longer sessions.

How to receive feedback

- **Active listening** – listen to what is being said – do not interrupt – allow for silences
- **Be respectful** – be aware of your body language – do not be defensive
- **Ask questions** – seek clarification if you are unsure
- **Acknowledge** – let the person know you have heard what they have said – say thank you!
- **Reflect** – How are you going to use your feedback to develop yourself

How to document feedback

When writing feedback it is helpful to consider the language you use

- Avoid vague statements like 'has a lovely manner' or 'is well liked by patients'
- Consider phrases such as 'always well presented and punctual' and 'is always proactive with their learning'

Remember

'Learners should actively seek out Practice Supervisor's (PS) to support their learning and encourage feedback to be recorded in their MYEPAD'