Building a Culture to Enhance Feedback

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**Worksheet #2: Sample Cases**

*What are some specific words/phrases would you use?*

**01**

*How would you manage this scenario?*

As a Resident, I receive compliments or generic feedback. I’m told to keep doing what I am doing, ‘terrific to work with,’ ‘read more around cases,’ etc. While nice to hear, how do I reach the next level?

**02**

Someone whose confidence seems fragile – you want to try to bolster them up and fear that giving feedback may make them feel more insecure. At times, we feel like we may be being too gentle or too firm. How do we adjust the feedback to match the style that will resonate best with the trainee? How do we identify what form of feedback or coaching delivery will work best for the individual?

*How would you manage this scenario?*

*What are some specific words/phrases would you use?*

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*How would you manage this scenario?*

**04**

One challenging feedback/coaching conversation occurred with a Resident who had no insight into his/her weaknesses. When I brought them to his/her attention, he/she was very resistant to the feedback and emphasized that he/she felt he/she was unfairly judged, and the resident actually got fairly emotional. I think it perhaps had a bit to do with my delivery, as well as this Resident’s lack of insight.

A Resident raised concerns about receiving ITERs which were quite good, but did not reflect the discussion the Faculty had with the Resident in person. Their scores were very good, but despite the Resident knowing there was robust feedback from Faculty sometimes there are absolutely no comments written on the ITER at all, and residents are consistently letting us know that the comments are the most important part of the form for them to grow, not just the numbers.

*How would you manage this scenario?*

*What are some specific words/phrases would you use?*

**03**

A challenging feedback/coaching scenario was when there was a difficult clinical event that wasn’t very well managed and the opportunity for feedback was delayed. Returning to discuss the difficult event after a few days made the conversation more challenging.

**05**

*How would you manage this scenario?*

*What are some specific words/phrases would you use?*