



1 Cut around printed card



2 Fold in half






3 Fold in thirds



Mechanics	Sample phrases for the Receiver
1 Confirm feedback readiness	"I've been working on X; could I ask you for your tips around this?"
2 Determine the type of feedback required	Reassurance: "So, how did I do?" Benchmarking: "Am I on track for someone at my level of training?" Improvement: "I've been working on X. Any tips on how I can improve?"
3 Feedback needs time and space	"Will you have time in X, or at Y, to give me some feedback? If not, when and where works best for you?"
4 Label as feedback	"After X, could I get some feedback?"
5 Stick to the facts	"My observation of the patient's response was X, so I did Y."
6 Engage in reflection	"Looking back on X task, skill or procedure, my perceptions were Y."
7 Coach for improvement	"Any tips on how to do X better?"
8 Plan actionable next steps	"I'm going to work on X and Y. Can I check in with you if I have questions about that at Y time?"

For more information, please visit:
<http://cbme.postmd.utoronto.ca>

 For performance improvement
 For benchmarking
 For reassurance

Types of feedback:

Remember, feedback requires a trusting relationship and needs observational data. Feedback can be hard to take, however the following should help...

Feedback For the Receiver

Receiving Feedback




2

Giving Feedback

Remember, feedback requires a trusting relationship and needs observational data.

Feedback can be hard to give; however the following should help...

Types of feedback:

 For reassurance
 For benchmarking
 For performance improvement

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Mechanics	Sample phrases for the Giver
1 Confirm feedback readiness	"Do you want some feedback on X, or after Y on X?"
2 Determine the type of feedback required	Reassurance: "What I saw that worked well was..." Benchmarking: "Do you want a sense of how you're progressing compared to your peers?" Improvement: "Should we focus on what you need to do next to improve?"
3 Feedback needs time and space	"Is now a good time to chat? We could also talk later, at X time and place?"
4 Label as feedback	"Let's go over some feedback."
5 Stick to the facts	"When I saw/heard X, I noticed this response from the patient/nurse..."
6 Engage in reflection	"What do you perceive or sense you're struggling with?"
7 Coach for improvement	"So, what's the plan, or where would you like us to start?" "What do you need from me in order to improve?"
8 Plan actionable next steps	"Let's discuss 2 or 3 specific things that could take your performance to the next level."