

# Giving and Receiving Feedback

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# Objectives

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After the session, participants will be able to:

- Identify key steps in giving and receiving feedback, and
  - Provide feedback to promote the student's professional development.
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# Where does feedback happen?

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- Clinic
- Hospital
- Formally within the clerkship
- Informally

*"Praise in public. Rebuke in private."*

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# Importance of Feedback

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In a study of inpatient internal medicine teaching service, when learners displayed problematic professional behaviors, attendings rarely responded.

Burack et al. Teaching compassion & respect: attending physicians responses to problematic behaviors. J Gen Int Med 1998;13:111-116.

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# Giving Feedback

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- Prepare for session
  - Ask person for self-assessment
  - Give your own assessment
  - Develop improvement plan
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# Receiving Feedback

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- ❑ The self-aware person committed to learning receives feedback well.
  - ❑ Be active, not passive. Try to clarify without disputing.
  - ❑ Consider all feedback – positive and negative.
  - ❑ Timing is important
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# What's happening here?

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# Giving and receiving feedback

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## Video Example



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