

UT CBME / CBD Feedback Pocket Card



Cut around printed card



Fold in half



3 Fold in thirds



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."
2	Coach for improvement	"Any tips on how to do X better?"
E	ni əgsgn∃ reflection	"Looking back on X task, skill or proce dure, my perceptions were Y."
e	Stick to the facts	"My observation of the patient's response was X, so I did Y."
C	Label as feedback	"After X, could I get some feedback?"
6	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?"
		Improvement: "I've been working on X. Any tips on how I can improve?"
6	Determine the type of feedback required	Reassurance: "So, how did I do?" Benchmarking: "Am I on track for someone at my level of training?"
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For more information, please visit: http://cbme.postmd.utoronto.ca

improvement For performance

For benchmarking

For reassurance

Types of feedback:

however the following should Feedback can be hard to take,

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

Receiving Feedback

Giving Feedback

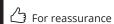
Remember, feedback requires a trusting relationship and needs observational data.

"I've been working on X; could I ask you for your tips around

Sample phrases for the Receiver

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

Types of feedback:



For benchmarking

For performance improvement

Mechanics		Sample phrases for the Giver	
0	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?"	
6	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."	
6	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."	

Confirm feedback

Mechanics

