

# Feedback Pocket Card



**1** Cut around printed card



**2** Fold in half



**3** Fold in thirds



Mechanics	Sample phrases for the Receiver
<b>1</b> Confirm feedback readiness	"I've been working on X; could I ask you for your tips around this?"
<b>2</b> Determine the type of feedback required	<b>Reassurance:</b> "So, how did I do?" <b>Benchmarking:</b> "Am I on track for someone at my level of training?" <b>Improvement:</b> "I've been working on X. Any tips on how I can improve?"
<b>3</b> 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?"
<b>4</b> Label as feedback	"After X, could I get some feedback?"
<b>5</b> Stick to the facts	"My observation of the patient's response was X, so I did Y."
<b>6</b> Engage in reflection	"Looking back on X task, skill or procedure, my perceptions were Y."
<b>7</b> Coach for improvement	"Any tips on how to do X better?"
<b>8</b> 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.postmed.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...

## 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

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