Complete Clinician Model
How to Give Effective Feedback

What is feedback in learning?

Feedback is **a dynamic process intended to confirm positive behaviors and correct negative ones**. It is provided by senders (typically teachers) and given to receivers (typically students).

Feedback is essential to personal and professional growth, particularly within the field of medicine. **To become a better clinician for our patients, effective feedback is required from all sources**—educators, colleagues, and patients.

How to get better at giving feedback

Feedback skill-sets are not innate, but luckily we can learn.

What *not* to do: in many cases, we give feedback that is not very helpful. Comments like 'good job', or 'work harder on rounds' do not give a learner anything specific or actionable to work on.

Set up for feedback: find a location that is relatively private and quiet, and let the learner know that you will be providing formal feedback—a simple sentence like "I'd like to provide you with formal feedback" will suffice.

Give feedback that is: timely, specific, relevant, objective and **provides opportunities for improvements**.

G.O. Ask-Tell-Ask Method

A helpful method to use is the **GO Ask-Tell-Ask** method:

Before you give feedback

- **Goal Setting:** Review goals of the educational experience (shared and mutually agreed on)
- **Observe:** the skills/behavior on which you would like to give feedback

During feedback

- **Ask:** the feedback recipient how they thought the experience went
- **Tell:** the feedback recipient what you observed (positive elements and areas for improvement)
- **Ask:** the feedback recipient what they are taking from the conversation and what the next steps might be

Set a plan

Follow up by setting up actionable steps for the learner to follow. Make sure you follow up with the learner as they complete the plan.

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