

# **GIVING FEEDBACK TO LEARNERS**

**Bringing  
Education &  
Service  
Together**



# **Learning Objective**

**After participating in this session, participating residents will be able to give skillful and constructive feedback to learners.**

# **“Learners in Difficulty”**

- **We’re all “in difficulty” sometimes....**
- **First, diagnose your learner:**
  - **Temporary stressors**
  - **Knowledge or skill deficits**
  - **Attitudinal issues**
  - **Learning disabilities**
  - **Drug or alcohol problems**

# **“INSIGHT” Approach**

**Inquiry**

**Needs**

**Specific feedback**

**Interchange**

**Goals**

**Help**

**Timing of follow-up session**




# **INQUIRY**

- **How does the learner think things are going?**
- **Listen to the learner's needs in detail.**
  - Listening attentively and thoroughly before commenting may be all you need to do, especially for minor/temporary problems.

# NEEDS

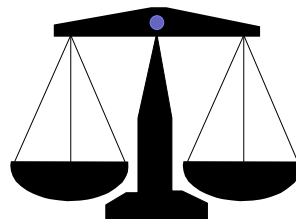
- **What does the learner feel s/he needs during this rotation?**
  - Ask the learner to define own learning needs.
- **Learners accept feedback better when they feel the teacher has first understood their perspectives.**

# SPECIFIC FEEDBACK

- **Give your constructive feedback as specifically as you can.**
  - Start with specific positive feedback. 
  - The more learner-centered the feedback, the better it will go.
- **Verify the learner's understanding of the feedback you've given.**

# INTERCHANGE

- **How can you best balance the learner's needs with the team's needs?**
- **You may need to “think outside the box” to reach a “win-win solution”.**



# GOALS

- **State any new goals you've just reached, or review existing goals.**
- **Verify that you both understand and agree on these goals.**



# HELP

- **Do any serious problems merit a “learning consultation”?**
  - **Chief resident**
  - **Attending physician**
  - **Learning specialist**
  - **Employee assistance program**
  - **Others**

# **TIMING OF FOLLOW-UP SESSION**

- **Any final questions or comments?**
- **When would you and the learner like to meet again to go over how things are going?**

