



Season 2, Episode #10

Feedback in the Educational Clinical Setting

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About our guest:

Dr. Lisa Leggio is a professor of pediatrics here at the Medical College of Georgia and a practicing general pediatrician at the Children’s Hospital of Georgia. She is the director of the pediatric clerkship which is commonly voted as a favorite rotation by our medical students.

Individually, she is a very successful medical educator and has been recognized as the educator of the year multiple times here at our institution.

Learning Objectives:

After listening to this podcast, learners should be able to:

1. Recognize and overcome barriers to giving feedback
2. Recognize and overcome barriers to receiving feedback
3. Describe and use 4 techniques for giving feedback

Outline of Episode

- Types of feedback
 - Appreciative: similar to general encouragement, i.e. “thanks for your help today”
 - Coaching: common in educational environment; formative
 - Evaluation: associated with grade or consequence
- Common barriers to giving feedback
 - Lack of clear expectations, time, or direct observation
 - Fear of upsetting learner or fear of receiving negative evaluation
- Common barriers to receiving feedback
 - Performance-oriented learners vs. learning-oriented learners
- Strategies of giving feedback
 - Consider third person or chaperone
 - Make behavior or competency-based statements
 - “STOP” acronym: feedback should be
 - Specific
 - Timely
 - Objective
 - Finish with a Plan



- “Feedback Sandwich”
 - Tell the learner something good, follow with what they need to work on, end with something good
 - Not always the best strategy
- “Ask-Tell-Ask”
 - Ask learner how they feel they did; then tell them what you observed (including positives and negatives); then ask the learner what they got from the conversation and how you can help
- “Prepare to ADAPT”
 - Learner Asks to be observed
 - Coach and learner Discuss how things went
 - Each Ask for clarification
 - Plan Together on how to improve
- Strategies of receiving feedback
 - Don’t take it personally
 - Clarify if you don’t understand what was shared
 - Feel free to ask for a break if needed

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