FEEDBACK

Aids for providing effective feedback

**Pendleton’s Rules for Giving Feedback**

1. Check the learner is ready for feedback
2. Clarify any points of information/fact
3. Ask the learner what s/he did well – ensure that they identify the strengths of the performance and do not stray into weaknesses
4. Discuss what went well, adding your own observations (if there is a group observing the performance, ask the group what went well; again, keep them to the strengths
5. Ask the learner to say what went less well and what they would do differently next time
6. Discuss what went less well, adding your own observations and recommendations (if there is a group observing the performance, ask the group to add their observations and recommendations
7. Develop an action plan for improvement

**SHARP**

**5-STEP FEEDBACK AND DEBRIEFING TOOL**

**BEFORE CASE**

*Set learning objectives*
What would you like to get out of this case?

**AFTER CASE**

*How did it go?*
What went well? Why?

*Address concerns*
What did not go so well? Why?

*Review learning points*
Were your learning objectives met for this case?
What did you learn about your clinical/technical skills?
What did you learn about your teamwork skills?

*Plan ahead*
What actions can you take to improve your future practice?

**The GROW Coaching Model**

1. **Goal**
   - What do you want to achieve?
   - What is the ideal?
   - What are your objectives?

2. **Reality**
   - Where are you now?
   - What is the reality?
   - Ask for self-assessment
   - Get feedback

3. **Options**
   - What can you do to bridge the gap?
   - What are the options?
   - Who can help you?
   - What do you need?
   - Brainstorm

4. **Way Forward**
   - What are the actions?
   - Commit to action
   - What are the steps?
   - Timing and action plan