

Feedback

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Objectives

At the end of the session, the delegates will be able to:

- Discuss the purpose of providing feedback
- Enumerate the essential components for providing an effective feedback



What is 'Feedback'?



Feedback

- Term borrowed from engineering sciences
- A part of the output of a system is used to regulate or control the input to the system



Purpose of providing feedback to trainees



Purpose of providing feedback to trainees

Inform them:

- About their performance
- If their behavior has had the desired effect
- Ways of improving their behavior



Why discuss the issue?

- Feedback is an integral part of any training process
- Many teachers and facilitators feel ill-prepared for providing feedback
- Discuss ways of providing effective feedback



Effective Feedback

A combination of praise and constructive mechanism



While preparing feedback...

While preparing feedback ensure....

- What was performed well?
- What could be performed differently?
- What steps were missed out?
- What is the priority for improvement?
- What must the learner do to make this improvement?

Effective Feedback

- Mutual respect
- Given in private
- Timely
- Descriptive of behavior rather than of personality
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- Given in private
- Timely
- Descriptive of behavior rather than of personality
- Be truthful and descriptive than judgmental
- Specific praise
- Specific criticism
- A genuine desire to help
- Allowing time to reflect and improve



Skills for Effective Feedback

- Active listening
- Asking a balance of open, reflective, facilitating, and closed questions
- Summarizing



Ways of providing feedback

"You need to sort out your pager -- you're impossible to contact."

"I was unable to reach you yesterday.

Tell me more about the problems you experience when you are on-call, "



Ways of providing feedback

"You seem to be progressing well."

"You are particularly good at giving bad news to relatives. You take your time, and listen well to their concerns."



Handling Feedback

- **Welcome constructive feedback.** Feedback can be a gift allowing you to grow and develop as a person
- **Listen carefully**
- Ask questions, clarify, evaluate feedback before responding
- Keep calm, do not argue, **accept feedback at face value**
- **Don't justify your position**
- Don't sulk or withdraw from the person giving the feedback
- Do not ruminate on feedback
- **Make your choice How to use the Feedback:**
Some feedback is best ignored. It is ultimately your choice how to act, or not, upon feedback received.



Summary

- Feedback is an essential component of training
- Giving feedback is not meant to provide a judgment
- Feedback should provide insights into strengths, weaknesses and limitations; so that a trainee can rectify problems and improve his/ her behavior
- Provide feedback regularly, right away and as a remedy to maintain or change behaviors



Summary

- Sandwich criticism between layers of praise and appreciation
- Remember: A meal is prepared to best suit the needs of the diner, nor the chef. You want to encourage the diners to come back



Thank You