

Tips on Giving Feedback

Make sure your message is clear, specific, and unambiguous.

Tell the person **exactly** what it is that they are doing well or poorly. Avoid vague terms, or general evaluations. This will help the recipient know what to change and what to do more of.

Avoid: "I think you need to work on your communication skills!"

Instead, say: "I noticed you only gave the current INR, you didn't give the prior 2 INRs. Our policy now is to give the current and 2 most recent INRs."

It's nice to hear: "Great job!"

But even nicer is: "That was great Sally! You kept calm, you said everything you needed to say, and you told Dr. Barnes exactly what he needed to know."

Feedback should occur **as soon as possible after the behavior** that you are seeking to encourage or discourage.

The more time passes after a positive behavior, the more time the person has to feel unappreciated (and they may stop doing what you had hoped to encourage!).

Be generous in your praise, and hearty in your approbation.

When you tell someone that they are doing well, be sincere. Most of us have fairly good "detectors" and false praise can damage a relationship.

Don't avoid giving correction, but be sensitive.

Most of us don't enjoy being corrected, but we don't like doing things wrong either. We also prefer to know sooner rather than later. Think of how much worse you'd feel if you thought someone deliberately let you go on making the same mistake repeatedly, rather than helpin you fix it the first time.

Before you give corrective feedback, remind yourself that you **respect the person you are talking to**, that they are **not deliberately making errors**, and that your goal is to **help them do a better job**.