

FEEDBACK

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Mirror, Mirror on the wall”

“Who is the fairest one of all?”

To which the mirror would reply in truth

“You are most fair, my Queen!”

“No beauty surpasses yours!”

“

WHAT IS IT?

- Communication to another person which gives information about how he/she affects and is perceived by others.
- A way of helping another person **consider** changing his/her behavior

• *Faculty development office, MC Gill university)*

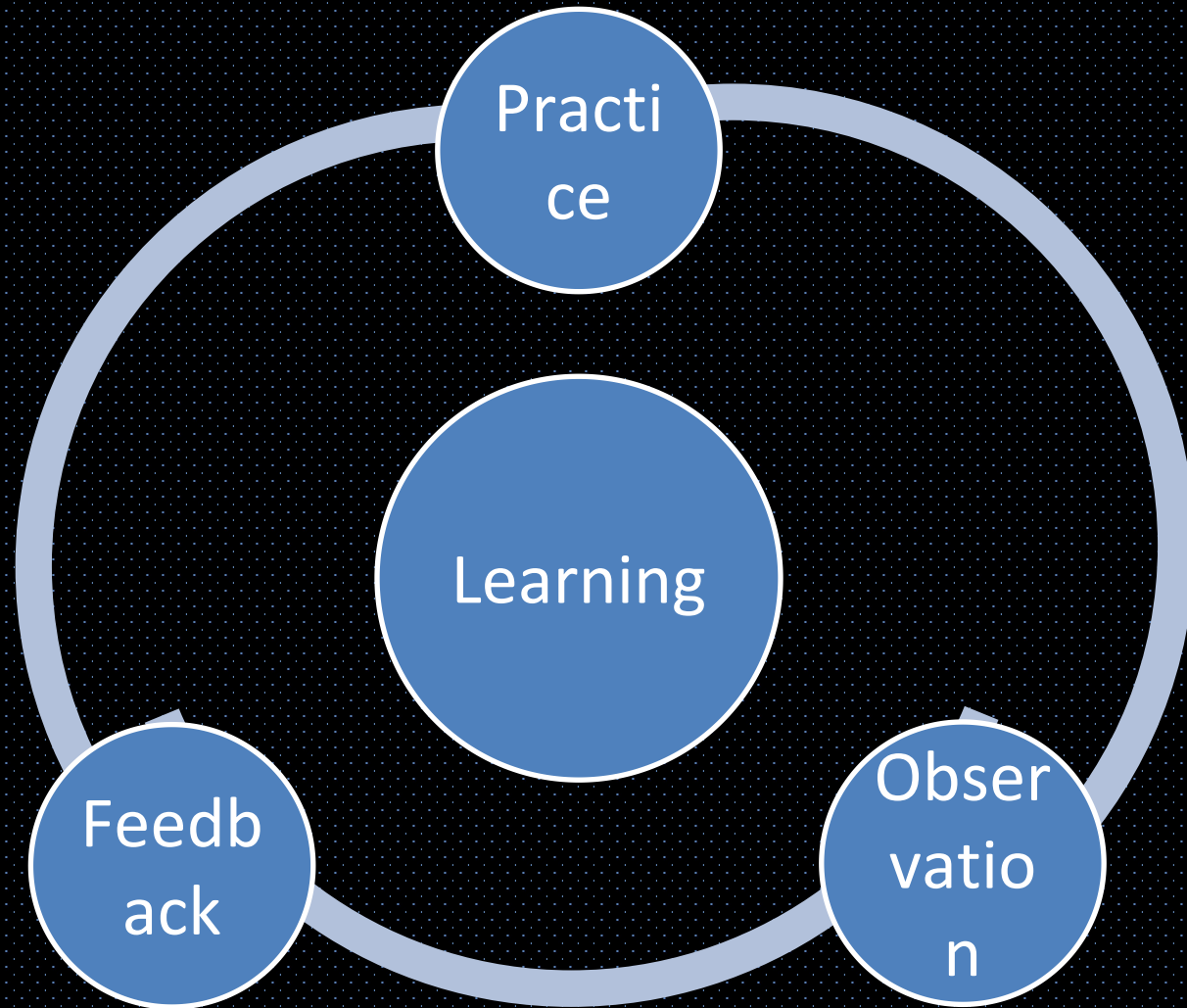
FEEDBACK

- Provides information
- Based on observations

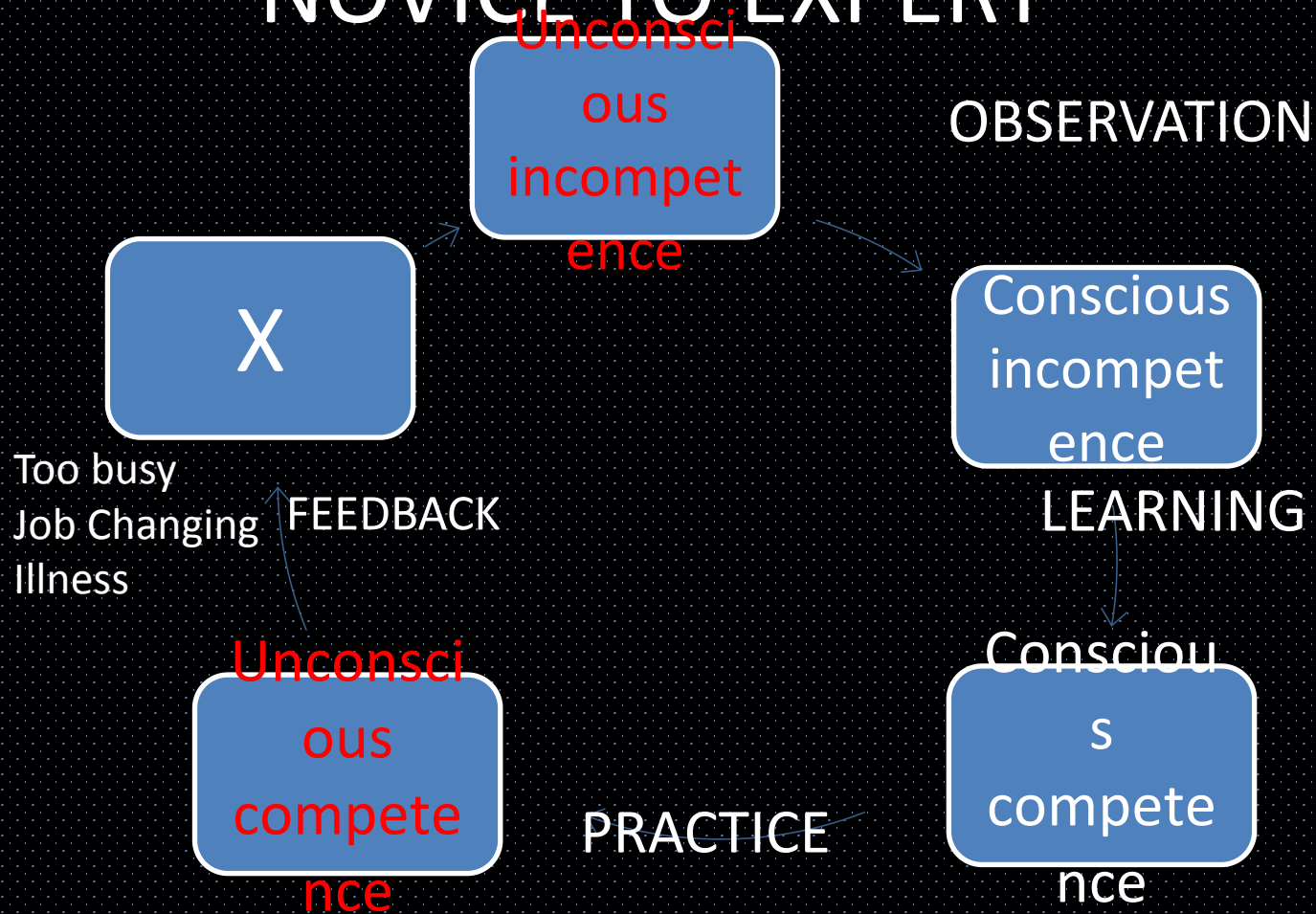
GIVING FEEDBACK

- Being a good mirror
- The lifeblood of learning

INGREDIENTS FOR LEARNING



NOVICE TO EXPERT



FEATURES OF FEEDBACK

- Good- Positive- enhancing, constructive
- Poor- humiliation and sarcasm

IDEAL FEEDBACK

Feedback should be:

Specific	not	General
Immediate	not	Delayed
Behavioral	not	Inferential
Descriptive	not	Evaluative
More or less	not	Either – Or
Asked for	not	Pushed Upon
Immediate	not	Delayed

The Role of Feedback in Evaluation

A

B



Formative
Evaluation

Summative
Evaluation



FEEDBACK VS. EVALUATION

Feedback

- Conveys information
- Formative
- Current performance
- Neutral
(verbs & nouns)
- Foster learning

Evaluation

- Conveys judgment
- Summative
- Past performance
- Normative statements
(adjectives and adverbs)
- Certification

THE TRADITIONAL SANDWICH METHOD



Positive Comments
Négative Comments
Positive Comments

THE NEW FEEDBACK SANDWICH



Ask

Tell

Ask



Konopasek L 2009;
New York Presbyterian

BENEFITS OF ASK-TELL-ASK

- Learner centered
- Active and interactive
- Avoids assumptions or judgment
- Promotes reflection

Branch J et al. Feedback and Reflection: Teaching Methods for Clinical Settings. Acad Med. 2002;77:1185-8.



GROUP ACTIVITY

- Two will role play an act of giving feedback based on the given scenario
- Others will be observers
- One will report on
 1. What was *good (or bad)* about this feedback,
 2. How could the feedback have been delivered *even better*

THANK YOU

Peanuts

By Charles M. Schulz

