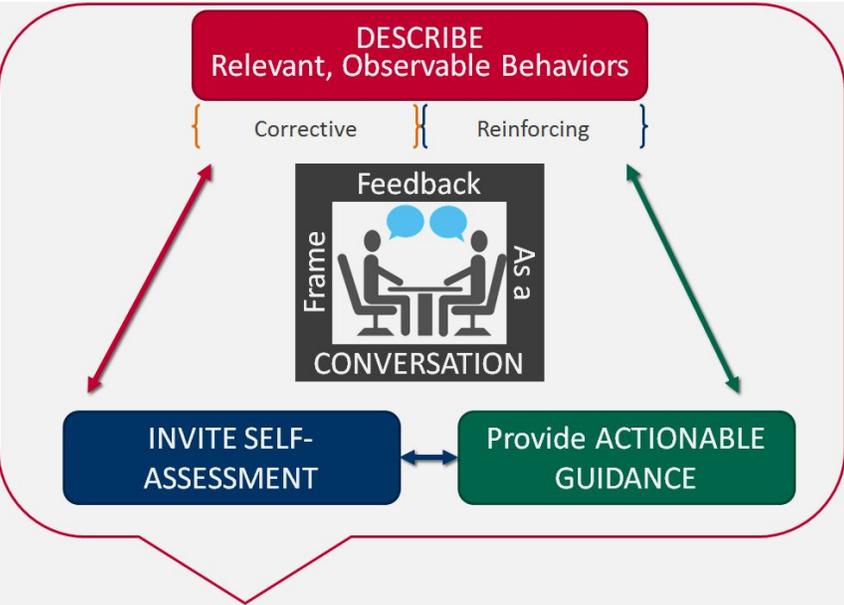


Constructive Feedback Essentials

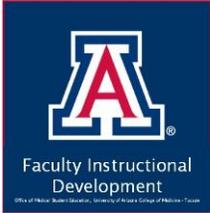


Reflective Feedback Conversations

Depicted by Karen Spear Ellinwood

The Reflective Feedback Conversation model*

- FRAMES feedback as a collaboratively constructed CONVERSATION about student performance and progress.
- Includes POSITIVE reinforcement (constructive compliments) and CORRECTIVE comments.
- Offers ACTIONABLE GUIDANCE
- DESCRIBES specific, relevant, observable behaviors to support all comments and guidance offered.
- *Feedback Sandwich NOT required.*



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*Cantillon P, Sargeant J, Teaching Rounds, Giving Feedback in clinical settings. BMJ; 337(7681), pp. 1292-1294; 2008.

Distinguish Feedback from Evaluation

Evaluation

- **Evaluation** tells the learner that they did well, poorly or somewhere in between.

Vs.

Feedback

- Feedback tells the learner **WHAT** they did and **HOW** they did it, and
- Offers **GUIDANCE** upon which the learner can act.

Prepare the Learner

Tell the learner...

- You want to give them feedback.
- You want to hear their perspective, ideas, and concerns.
- You want them to **participate actively** in the conversation.
- You want them to tell you whether and what kind of support might help them to improve.