Reflective Feedback Conversations
Depicted by Karen Spear Ellinwood

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Distinguish Feedback from Evaluation

Evaluation tells the learner
WHAT they did and HOW
they did it;
AND
Offers GUIDANCE the
learner can act upon to
improve.

Feedback tells the learner
WHAT they did and HOW
they did it;

Constructive Feedback Essentials

- FRAME feedback as a collaborative CONVERSATION about student performance and progress.
- Include POSITIVE reinforcement (constructive compliments) and CORRECTIVE comments.
- Offer ACTIONABLE GUIDANCE
- DESCRIBE specific, relevant, observable behaviors to support all comments and guidance offered.
- Feedback Sandwich NOT required.

Establish or Clarify Objectives for Patient Encounter
Establish student’s role in the encounter

Student performs role
Supervise (as needed)
Ask student to identify issues or questions that arise

Debrief
Invite Self-assessment
Offer constructive feedback & guidance
Identify/clarify goals
Offer opportunities to build on the experience

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