
Giving Feedback

1. Establish a climate of trust where feedback is welcome. Feedback should be given in the spirit of caring and concern.
2. Time your feedback well. Don't give it during stressful times, when either party is rushed or may be interrupted, or when either party is angry. In many situations, you may want to say, "I have some feedback for you. Is this a good time to talk?"
3. Feedback (positive and negative) is most useful if given as soon after an event or behavior as is practical.
4. Feedback should be offered in a private setting without interruption.
5. Be as specific as possible, using non-judgmental language. Provide concrete examples. Example: "I noticed that when you addressed the mother's concerns about how her child may have acquired pneumonia, she appeared relieved and less likely to blame herself."
6. Avoid overloading the learner with feedback. Select the highest-priority issues to start with. Time and space are needed for integrating feedback.
7. If you need to give feedback about a particular incident or conflict, be sure to have all the facts and/or all sides of the story.
8. Be supportive when giving feedback. The learner will be better able to hear your feedback and integrate it if he or she feels you are supportive rather than indifferent or critical.
9. Make negative feedback into constructive challenges. Ask the other person to help you identify changes that can improve the situation. Encourage the caregiver to be part of a problem-solving team when more than one caregiver is involved.