

For Educators Only

VCH Clinical Education

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Feedback 2.0

Unblocking the mental blocks!

Is providing feedback part of your role? Do you like giving it? When I asked this question during a training workshop, the response I most often heard was, "I like giving and receiving positive feedback." Me too! People often find giving constructive feedback somewhat difficult.

a techno savvy person, and learning the system was easy for him. During the first day of the three-day training, my instructions were interrupted with the "click click click" background noise from Mr. Clicker. Imagine trying to tune out the constant clicking sound while explaining the

We all need people who will give us feedback. That's how we improve. -Bill Gates

A story of my struggle



I have struggled with this, in the past. As a computer system educator, I encountered Mr. Clicker at an electronic documentation system training class. He was

system to the class. It was very distracting to me (and the other learners). However, I just could not find the right words to give him some feedback. I waited until the next day, and hoped and prayed that he would stop the clicking on his own.

Do you think he stopped?

Of course not!

Additional Resource

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How to use others' feedback to learn and grow | Sheila Heen: https://www.youtube.com/watch?v=FONbaKkYk_Q

Upcoming Workshops:

November 2- Educator Pathway Level 1 Richmond

November 6-7 – Simulation Learning Strategies (Vancouver)

November 8-New Educator Orientation (Vancouver)

November 15 - New Graduate Nurses Clinical Decision Making Workshop (Vancouver)

November 28- New Graduate Nurses Transition Workshop (Richmond)

At the beginning of the second day, the “click click click” started again. At break time, I decided to talk to him about his behavior in private. I anticipated that he would be defensive, which was my biggest fear. My heart was pounding and I was feeling very nervous. To my surprise, he received the feedback well. He explained that he was very interested in the system, but found the rest of the class too slow. I was then able to provide additional exercises to help him further his learning into the system. I also asked him to type quietly so as not to distract the rest of the class. Happy ending!!!

Upon reflection, my reluctance to address his behavior immediately may have negatively impacted other people’s learning.

Why is giving feedback so hard?

Have you ever experienced hesitation when you need to give constructive feedback?

If so, let’s take a moment to reflect on the reasons behind the hesitation.

Let me guess, does one of your reasons include not wanting to hurt others’ feelings? You worry about his

reaction? You do not want to have a conflict with your colleague and ruin the relationship?

But wait a minute, what is feedback? *Feedbacks are tools needed to help others to improve, and it should be viewed as a gift of support.*

If the purpose of feedback is to support others to reach their highest potentials, they should welcome feedback. To make this happen, we first need examine our thoughts and intentions on feedback giving.

Self-check #1

“The key to effective feedback lies in our intentions, not our methods. Your intentions must be about helping others, not just yourself.”
(Anonymous)

Our thoughts and feelings affect how we present the feedback (i.e. the words and tone we choose to use.) We should approach this with the intention to help.

Self-check #2

Are you taking a “we” approach? Or are you taking me-vs-you approach? When taking “we” approach, you and the feedback receiver are

working as a team towards the same goal (i.e. best patient care). The words chosen in your feedback will reflect that. You will not see the other person as a villain and you as the hero.

Self-Check #3

Are you still feeling nervous about giving feedback? It is normal. After all, it is a skill that takes time to get comfortable with.

If you are really nervous, try the “name it to tame it” method. Employee Wellness team introduced us to this helpful method. When you can name the emotion you are feeling, you will activate the pre-frontal cortex (a.k.a. the cognitive part of the brain), which in turn, helps you to gather information to find solutions. It works for me. Try it and let me know how it goes.

In the next FEO, we are going to dive into what we to do when feedback is not received well. Stay tuned.

If you have any comment or question, please contact Margurite at Margurite.Wong@vch.ca