

# For Educators Only

VCH Clinical Education

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Issue 31

## Feedback 2.1

*When feedback is not well received.....*

Experts have advised providing feedback in a timely manner, ensuring it's in a private location, and being objective. The message should be well received if these recommendations are

What do you do when the recipient becomes hostile or defensive?

1. REMAIN CALM AND TAKE A BREATHE

When someone reacts to your feedback with anger,

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

followed, right?

Not necessarily.

This is one reason why it is so difficult to give feedback. It is important to know your intention, as mentioned in the previous issue. Giving feedback to others should be coming from a place of helping others to succeed. Feedback contributes to building a well-functioning team reaching for common goals.

*When your feedback was received with negativities...*

we naturally get defensive too, because our brains are wired this way. We have mirror neurons that fire when we observe the same action performed by another person. This is similar to wanting to yawn or laugh when you observe others doing it. However, being hostile in return will only turn the conversation into a shouting match. This leads nowhere near success. Remember, you have the power to control your own emotions. First thing you need to do is stay calm and

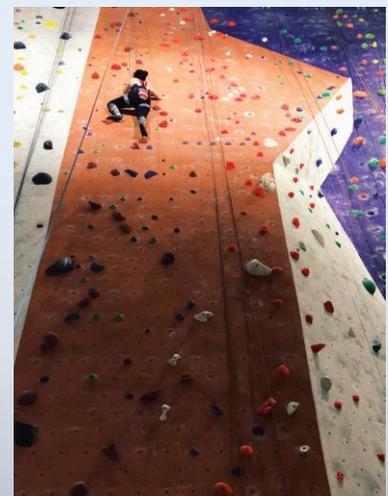
## Recap from last issue

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What is your intention of providing feedback? Our intentions affect how we deliver the message.

Taking the we-approach helps move you and the other person to a common goal as a team.

Giving feedback is a skill that takes time to develop and become comfortable with. You learn more each time you give feedback.



not allow the other person's emotion to affect you (too much).

STOP & Take a breath!

As uncomfortable as it is, attempt to stay open to keep the conversation going.

Remembering your intention for having the conversation will help. This will become your mantra: You are trying to help the other person succeed.

## 2. BE CURIOUS AND EXPLORE FURTHER

The other person's reaction may not be a reaction to your feedback but to something else. They may be struggling with other issues at work or even at home. You just happen to be speaking to them at the "wrong" time.

Sometimes, the meaning in your message can be misconstrued. Whatever the reason, try to remain open and become curious. Ask clarifying questions such as "You seem angry, and I am curious to know why? Can you tell me what you are thinking?" If they are too emotional to continue the conversation, set up another time to follow up.

a) Listen Actively

Once you have asked the question, you need to actively listen. You may want to use a phrase such as, "What I am hearing is ....., am I correct?" to ensure you clearly understand their perspective.

b) Offer Support

After the conversation, be clear on the expectations. What is it that needs to be changed? Explore ways to provide support.



## 3. ALLOW PRACTICE TIME AND CONTINUE TO SUPPORT

Change takes time. We need to set a realistic timeline for changes to happen. Depending on what needs to be changed and the person's skill set and readiness, the time needed to reach the goal varies. A mutually agreed upon plan, with support, is often helpful. You may want to set up regular check-in times to provide continuing support.



Hope this article is helpful to you. If you have any question or feedback, please email me at [Margurite.Wong@vch.ca](mailto:Margurite.Wong@vch.ca)

### January 2019 Clinical Education Workshop

- [EP Pathway Level 1 \(Preceptorship\)](#): Jan 10 LGH Hope Center
- Stimulation Learning Strategies Facilitator Workshop Jan 14 – 15: VGH Simulation Center
- [New Grad Transition Workshop](#): January 23 JPP Paetzold Multipurpose Room
- [NG Clinical Decision M Workshop](#): January 30 VGH HP Learning Center C119