

# Giving and Receiving Feedback

# Communication

THE NORMAN KNIGHT NURSING CENTER FOR CLINICAL & PROFESSIONAL DEVELOPMENT

- Is the basis for all we do
- Important to try to UNDERSTAND the other person
- All humans want to be validated and appreciated
- Most problems stem from miscommunication:  
being misunderstood or misunderstanding others

# Effective Communication

THE NORMAN KNIGHT NURSING CENTER FOR CLINICAL & PROFESSIONAL DEVELOPMENT

- “Seek first to understand, then to be understood”
- :...the greatest need of a human being is psychological survival—to be understood, to be affirmed, to be validated, to be appreciated.”
  - Stephen Covey (1990)

# Principles of Effective Communication and Feedback

THE NORMAN KNIGHT NURSING CENTER FOR CLINICAL & PROFESSIONAL DEVELOPMENT

- Develop a sensitivity to differences
- Use appropriate language
- Be aware of body language
- Avoid stereotyping
- Listen actively
- Value differences

# The Power of Positive Behavior

THE NORMAN KNIGHT NURSING CENTER FOR CLINICAL & PROFESSIONAL DEVELOPMENT

- Treat all others with respect
- Be forgiving
- Be kind
- Give people the benefit of the doubt, most people are good human beings
- Feel satisfaction, that you are able to help patients and families and co-workers

# Questions

THE NORMAN KNIGHT NURSING CENTER FOR CLINICAL & PROFESSIONAL DEVELOPMENT

## **What is feedback ?**

- “Any information that is provided to the performer of any action about that performance” (Black & William, 1998).

## **What is the purpose of feedback?**

- “...an interactive process which aims to provide learners with insight into their performance” (Clynes & Raftery, 2008).

# Types of Feedback

THE NORMAN KNIGHT NURSING CENTER FOR CLINICAL & PROFESSIONAL DEVELOPMENT

- Positive
- Negative
- Constructive

# Feedback Model

THE NORMAN KNIGHT NURSING CENTER FOR CLINICAL & PROFESSIONAL DEVELOPMENT

- Give feedback in private, agreed upon time/location.
- Give in timely way- as close to the incident as possible.
- Describe the behavior. Describe consequences of the behavior in terms of your own experience:  
“When you did.....it made me feel....”
- Use “I” statements
- State in positive terms what behavior would be more desirable in the future.
- Ask the receiver to repeat back what they heard, correct any misconceptions.
- Make a contract for future expectations.
- ***Criticism is of the behavior, not the person***



# Characteristics of Constructive Feedback

THE NORMAN KNIGHT NURSING CENTER FOR CLINICAL & PROFESSIONAL DEVELOPMENT

- Specific
- Descriptive
- Factual
- Well-timed
- Sensitive to the learner/co worker
- Behavior- focused
- Clearly understood
- Honest

# Filters

THE NORMAN KNIGHT NURSING CENTER FOR CLINICAL & PROFESSIONAL DEVELOPMENT

- Is the person able to hear the feedback at this moment in time?
- Are you willing to stick around to be supportive?
- Can the person do anything about it?
- Are your motives pure?
- Have you weighed the benefits of giving this feedback?

# Further Tips

THE NORMAN KNIGHT NURSING CENTER FOR CLINICAL & PROFESSIONAL DEVELOPMENT

- Develop self-awareness: how do you respond to feedback?
- Rehearse with a neutral friend or colleague.
- Share responsibility for the interaction – and issue if necessary.
  - Honors the problem and the relationship.
- Disarm by restating your intentions.
- Try to end the conversation on a positive note

# Words Matter

THE NORMAN KNIGHT NURSING CENTER FOR CLINICAL & PROFESSIONAL DEVELOPMENT

- Avoid judgmental language e.g. “lazy”
- Avoid words like “always”, “never”

# How to Receive Feedback from Others

THE NORMAN KNIGHT NURSING CENTER FOR CLINICAL & PROFESSIONAL DEVELOPMENT

- Constructive feedback if given in a non-judgmental and appropriate way is critical for self-development
- Accept the feedback for what it is (information)
- Listen
- Be grateful
- Be aware of body language

# Summary

## THE NORMAN KNIGHT NURSING CENTER FOR CLINICAL & PROFESSIONAL DEVELOPMENT

- Performing these essential steps when receiving or giving feedback improves our relationships, team work and patient care outcomes.

# Resources

## THE NORMAN KNIGHT NURSING CENTER FOR CLINICAL & PROFESSIONAL DEVELOPMENT

- Your Nursing Director and CNS/NPS
- The following is a link to a vidscrip which can assist you with becoming more comfortable with giving and receiving feedback. It is NOT REQUIRED. It requires SOUND. You may also find it on the Excellence Every Website, Knight Nursing Center/Professional Development Portal.

[click here to play the vidscrip](#)