



Principles of Effective Feedback Conversations¹

- ✓ Recognize the contextual factors that influence the feedback conversation: situation, environment, learner attributes, instructor attributes
- ✓ Establish an engaging and safe learning environment at the beginning of the learning encounter.
 - Roles and expectations
 - Goals and objectives
 - Physical environment
- ✓ Convey a consistent commitment to understanding and respecting the learner's perspective
- ✓ Build and maintain an empathic connection and rapport
- ✓ Encourage learner to express feelings and reactions to the clinical event and feedback conversation
- ✓ Acknowledge and explore emotionally charged issues
- ✓ Provoke an engaging and reflective discussion
 - Use objective, concrete, specific data
 - Reveal own reasoning and judgments through honesty and transparency
 - Seek to understand the thinking and frames of the learner
- ✓ Explicitly identify desired performance and explore the source of the performance gap
- ✓ Provide actionable feedback that seeks to address the performance gap and improve or sustain good future performance
- ✓ Encourage reflection on feedback
- ✓ Collaborate with the learner to summarize learning from the session

¹Onello, R. (2015). *Assessing the quality of feedback during clinical learning: Development of the Feedback Assessment for Clinical Education (FACE)* (Doctoral dissertation in press). University of Maryland, Baltimore, School of Nursing.