

Providing Effective Feedback "In the Moment"

MITE Monthly Tip

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Providing feedback "in the moment" maximizes learning by creating a direct link between the learner's experience, the feedback provided, and the opportunity for immediate improvement. It fosters a more dynamic and engaging learning environment, leading to faster skill development and improved patient care.

Based on Kolb's Experiential Learning Cycle

This tip sheet focuses on providing effective feedback to learners during patient care, drawing upon Kolb's Experiential Learning Cycle:

1. Concrete Experience: Observe the Learner: Pay close attention to the learner's interactions with the patient, their clinical skills, and their decision-making process. **Identify Key**

Observations: Note specific behaviors, both positive and areas for improvement.

2. Reflective Observation: "Hot Spots" for Feedback: Immediately after a significant interaction (positive or challenging), provide brief, specific feedback. * Example: "I noticed you effectively communicated the patient's concerns to the physician. Excellent work!" * Example: "Perhaps next time, you could try involving the patient more in the decision-making process."

"One Thing Well" Approach: Acknowledge one key strength or area for improvement.

Encourage Reflection: Ask the learner to reflect on their own performance: "How did you feel about that interaction?" "What could you have done differently?"

3. Abstract Conceptualization: Link to Learning Objectives: Connect your observations to the learner's educational objectives and program competencies. **Provide Context:** Explain the rationale behind your feedback, linking it to best practices, evidence-based guidelines, or relevant theories.

4. Active Experimentation: Develop Action Plans: Collaboratively develop specific and achievable action plans for improvement. **Provide Resources:** Offer relevant resources (e.g., articles, guidelines, online modules) to support the learner's development.

Key Principles for Effective "In-the-Moment" Feedback:

- **Timely and Specific:** Provide feedback immediately after the event, focusing on specific behaviors and observable actions.
- **Constructive and Supportive:** Focus on both strengths and areas for improvement, maintaining a positive and encouraging tone.
- **Learner-Centered:** Encourage active learner participation and reflection.
- **Respectful and Collaborative:** Create a safe and supportive learning environment where learners feel comfortable asking questions and seeking clarification.

Resources and suggested Further Reading:

Kolb, D. A. (1984). *Experiential learning: Experience as the source of learning and development.*² Englewood³ Cliffs, NJ: Prentice-Hall.

- **"The Skillful Teacher" by Stephen Brookfield**
- **"Teaching and Learning in the 21st Century" by Chickering and Gamson**