

# Preparing Written Comments

## ■ Good narrative comments are:

- Constructive
- Concise
- Specific
- Actionable

## ■ Review the learning objectives and desired competencies for the rotation.

## ■ What is the learner doing well?

Describe specific skills or behaviors you observed which illustrate that the person has met expectations for one to two learning objectives.

## ■ What could be improved?

Describe specific skills or behaviors you observed which you feel that the person should further develop before the next level of training.

## ■ Consider modifiers:

- Time: Consistent, reliable, making progress
- Accuracy: Precise, complete, comprehensive
- Organization: Organized, systematic, logical
- Presentation: Clear, articulate, expressive
- Lifelong learning: Insightful, responsive, demonstrating initiative

## ■ Avoid vague, global statements, such as “great to work with” or “good student.”

# Giving Feedback

## ■ THE GROUNDWORK

### 1. At the start of rotation or course

- Agree on goals and objectives
- Tell the person when to expect feedback

### 2. Preparing for the feedback meeting

- Organize your thoughts and observations
  - Arrange for a private meeting space
  - Prepare to manage your feelings and biases
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## ■ THE MEETING

### 1. Open the meeting effectively

Establish rapport and receptivity

- State the purpose of the meeting

### 2. Conduct the meeting

#### • Ask

- Encourage the person to self-assess performance

#### • Tell

- Share your impression of positive behaviors and problem areas
- Provide suggestions for problem solving

#### • Ask

- Assess how well the person understood the feedback
- Allow the person to develop a specific plan for improvement

### 3. Close the meeting effectively

- Summarize the positives and areas for future growth
  - Make plans to follow up on progress
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## ■ REMEMBER

- Limit feedback to no more than four areas
- Listen to the person's perspective and feelings