REFERENCES FOR GIVING AND ELICITING FEEDBACK


   A pair of classic references that present practical guidelines for providing effective feedback to residents and medical students. Figure 1 in Reference 3 provides useful guidelines for determining the causes and effective interventions for performance problems.


7. Kern DE. Confronting Individuals About Performance Problems. Johns Hopkins Faculty Development Program for Clinician-Educators. (Supplement to Handout)

   For serious problems that have not responded to feedback, have not been acknowledged.

8. Eliciting Feedback. Johns Hopkins Faculty Development Program for Clinician-Educators. (Supplement to Handout)

   You can role model eliciting, receiving, and responding to good feedback, and, in so doing, help yourself, your learners, and the learning climate.


   This table summarized the intra- and inter-personal processes that occur when one elicits / receives feedback.