

How to Give and Receive the Gift of Feedback

Thanks for the Feedback!

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Objectives


- Define the different types of feedback and describe when they apply to different professional scenarios
- Explain the process and techniques of providing and receiving feedback
- Prepare and Deliver Feedback using the techniques and process outlined during the session.
- Have Fun!

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Technology Test


Text: JENNIFERORTEGA933 TO 22333
OR
Pollev.com/jenniferortega933
OR Scan:



Activities

Respond at Pollev.com/jenniferortega933
@ Text JENNIFERORTEGA933 to 22333 once to join, then A, B, or C

Red, Green or Christmas?



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Agenda

Topic	Presenter	Time
Open/Technology Test	Jen	5 min
What is Feedback	Jen	5 min
How to Provide Feedback	Jen	10 min
Practice and Debrief	All	5 min
Receiving Feedback	All	10 min
Practice and Debrief	Jen	5 min
Q&A/Preceptor FAQs	All	10 min

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Let's Talk About Our Feelings




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Activities

When poll is active, respond at Pollev.com/jenniferortega933
@ Text JENNIFERORTEGA933 to 22333 once to join

How do you feel when a supervisor, peer or team member asks "Can I give you some feedback?"



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What is Feedback?

Definition- Merriam Webster:

- **a:** the transmission of evaluative or corrective information about an action, event, or process to the original or controlling source

Definition- Jen Ortega:

- The gift of external perspectives that provide us insight that allows us to continue to build on our strengths and shift our behaviors to foster better relationships and increase trust that will result in improved outcomes and stronger teams

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When do you provide feedback



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Types of Feedback

- Appreciation
 - **Great Job!**
- Coaching
 - **Have you considered**
- Evaluation
 - **During your rotation I observed**

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Feedback Frequency



**THE MORE
THE BETTER**



SHOULD NOT JUST
OCCUR AT MIDPOINT
AND FINAL EVALUATION
- STUDENT APPE



SHOULD NOT JUST
OCCUR AT SCRIPTED
PERFORMANCE
EVALUATIONS-
PROFESSIONAL SETTINGS



**RATIO-
POSITIVE:CONSTRUCTIVE
- 5:1**

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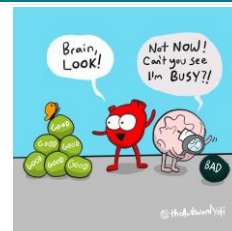
Providing Feedback- The Secret Sauce

- Prepare for the conversation
 - Ask yourself: Do I have positive intent?
 - What is the specific behavior you have observed
 - What is your intended outcome
- Timing is everything
 - Praise in Public
 - Constructive Feedback in Private
- Ask for permission
 - **Can I give you some feedback?**
- Be aware of non-verbal cues
- Provide Specific Feedback
 - Use "I" Statements
 - Avoid "They" and "We"
- Agree on a way forward
 - Use reflective statements
 - Let the receiver state their commitment
- Thank and Close

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The Power of AND



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Practice Time!



- Groups of 3
- Feedback Provider
- Feedback Receiver
- Observer

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Let's Practice!

- After the student worked to get the prescription prepared and ready, during check out you overheard the student provide consultation and recommendation for Sudafed PE vs. Sudafed because of the patient's HTN meds
- You heard the student use open ended questions during the interaction and the student was very patient and kind.

You are a pharmacist preceptor practicing in a busy community pharmacy. Your UNM COP Introductory Pharmacy Practice Experience (IPPE) student started earlier this week.

You overhear your student's interactions with patients and notice the student is taking extra steps to help patients at the pick up and consultation window.

The student just engaged with Mrs. Martinez (one of your regulars) who is an elderly patient with a prescription that was not ready.

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Constructive Feedback

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Constructive Feedback- Watch-Out

- Feedback Sandwich
 - Positive/Constructive/Positive
 - Unintended Consequences
 - **Avoid this technique**

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Let's Practice!!

- You are a pharmacist preceptor practicing in a busy community pharmacy. Your UNM COP Introductory Pharmacy Practice Experience (IPPE) student started earlier this week.
- You observe your student's interactions with patients. The student appears to be impatient and somewhat dismissive with several patients
- There was a patient asking for an OTC antacid and the student motioned in the direction of the aisle
- You intervened and helped the patient
- ****The student was unsure of the right recommendation and was afraid to ask you a question because you were busy****

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Receiving Feedback- The Secret Sauce

- Ask for feedback often
- Receive positive feedback
 - You did a great job! Accept it
- Be receptive to constructive feedback
 - Listen to understand vs. listening to respond
- Take time to process the feedback
- Be willing to grow
- Own your mistakes/missteps and move forward
- Be authentically thankful for the feedback
 - **"Thank you for the feedback"**

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Watch-Outs



How you respond can build or break trust very quickly

Digest and reflect

The toughest feedback is what helps us grow

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Wrap Up

- Define the different types of feedback and describe when they apply to different professional scenarios
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Preceptor FAQs

- How do I get my preceptor evaluations?
- How can I match with more students?
- How do I know more about my student before the rotation starts?
- When should my scheduled student contact me?
- How can I become a better preceptor?

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Preceptor Development Day

Join us for a day of professional development & networking!

Saturday, August 5, 9 a.m. - 3 p.m.

The event will include professional development (free live CE credits), College of Pharmacy updates, networking and an evening at an Albuquerque Isotopes game for you and a guest.

RSVP Subject "Preceptor Development Day"; Rosemary Williamson, RWilliamson@salud.unm.edu

Hit a Home Run

WITH UNM COLLEGE OF PHARMACY AT THE ISOTOPES BALLPARK

Development Day participants are invited, with 1 guest, to join the UNM College of Pharmacy at an isotopes game for networking & fun!

Saturday, August 5 at 6:35 p.m.

Albuquerque Isotopes vs. Las Vegas Aviators

Game will feature Mariachi de Nuevo Mexico & fireworks display.

RSVP Subject "COP Isotopes 8/5"; Rosemary Williamson, RWilliamson@salud.unm.edu

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OEE Team

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Thank You For The Feedback!

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References

- Fisher, C. M., & Exline, J. J. (2013). The ideal praise to criticism ratio. *Harvard Business Review*, 91(3), 28-29.
- Heen, S., & Stone, D. (2014). *Thanks for the feedback: The science and art of receiving feedback well*. Penguin.
- Hardavella, G., & Saad, N. (2017). How to give and receive feedback effectively. *Breathe*, 13(4), 327-333.

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