Valuable input from *Negative Feedback: The key to life and happiness,* Dr Neil Port, March 2011, Hunter New England Local Health Network.

Messages

- Feedback results in remarkable effects compared to no feedback
- We don't do nearly as well as we should especially with negative feedback, and particularly for those having the greatest difficulty
- A supervisor:
    - is a senior colleague and a very important role model that imparts technique, experience and attitudes
    - Provide emotional support which may increase with a trainee in difficulty
    - Provide protection
    - Has obligations beyond their supervisee – to employer, training body , profession and patients
    - Their behaviour can contribute to work satisfaction in important ways
- Feedback aim is to produce highly trained doctors who can function in the face of challenges and uncertainty with a degree of confidence and independence
    - Potentially negative impacts:
        - Can feel infantilised
        - May impact on trainees ability to direct their own improvement
        - May reduce self esteem
        - May lead to feeling self-conscious or uncertain
        - Can harm the relationship
- Supervisors are healers, not managers and are not trained in giving feedback
- Supervisors may not observe all trainee behaviours they report on – extrapolate (halo effect), subjective, fear giving negative evaluations in summative assessment

General advice on giving feedback

- Control own emotions
- Be timely
- Private place and face-to-face
- Specific not general
- Use 'I' not 'You"
- Focus on actions – be objective
- Do not use hearsay
- Respond to defensive reactions calmly – only effective if listened to
- Reaffirm your faith – appropr. mention positives
- Don't overwhelm with info
- Give specific ideas to remedy
- Move on – no resentment/residual feelings

General advice on receiving feedback

- Listen and try and understand
- Handle the emotional reaction
- Thank the giver for help
- Ask for suggestions