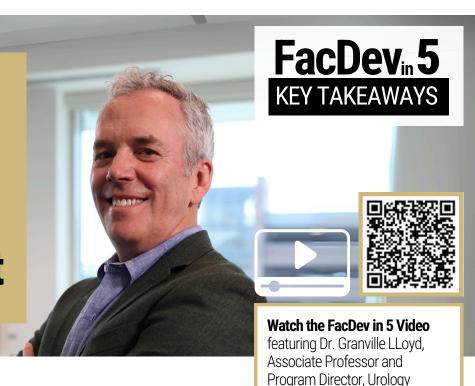
## Supporting a Positive Feedback Environment



## **KEY TAKEAWAYS**



Tips for building a positive feedback culture.

Be Available

Establish a routine to

Establish a routine to deliver timely, specific, and credible feedback based on ongoing observation.

- 2 Encourage Feedback Seeking
  On day one, invite learners to seek feedback anytime and show appreciation when they do.
- Deliver Feedback with Care

  Tell learners feedback supports their success. Use empathy, focus on behaviors, and stay objective.
- Provide Quality Feedback
  Keep feedback specific and goal-focused. Use models like Ask-Tell-Ask to guide the conversation.
- Balance Praise and Critique

  Acknowledge both successes and areas for growth to support learning and boost morale.



Residency Program.

Click articles to view

Gong Z., et. al. The relationship between the feedback environment and creativity: a self-motives perspective (Psychol Res Behav Manag 2019).

Page C.P., et al. Using a Delphi technique to define a feedback culture in graduate medical education (Fam Med 2021).

Steelman, L.A., et al. The feedback environment scale: Construct definition, measurement, and validation (Educ Psychol Meas 2004).

