Feedback-Seeking Techniques

Priming: letting the preceptor know ahead of time that you will be asking for feedback; asking the preceptor to observe something specific (i.e. patient rapport-building) and give feedback.

Self-deprecation: "I feel like I did a terrible job with that interview!"

Coaching: "I know you are great with shoulder injections. Will you show me how to do one?"

Flattery: Start with getting them to talk about themselves. "How did you get interested in...become such an expert in..." "Could you tell me what I need to do to become good at this?"

Specific method: STOP, KEEP, START

Be Specific: "How was my body language doing that interview?" vs "How have my interviewing skills been this month?"

Follow-up: "I know you're busy now, but could we schedule a time to discuss later?" "What are our next steps?"

"Unpacking the label": seek clarification and the context of feedback by probing deeper and asking specific questions in a non-defensive way. "Could you tell me more about what you mean by ...."

Ask permission: "Is it ok if I ask you a couple of questions about my performance?"

Paraphrase: Summarize back to the preceptor your understanding of what you heard.

Understanding: personally reflect on and help the preceptor understand the purpose of feedback you are seeking: appreciation, coaching or evaluation. Asking what you are doing well, asking for help in improvement, wanting to know where you stand comparatively?

Indirect feedback: Ask the preceptor about their feedback experiences. "Have you ever received good feedback? Who gave it to you and what was helpful about it? Feedback that wasn't helpful? Good advice you rejected and wish you hadn't?"

"Feedback and you": "I really want you to be explicit--don't worry about hurting my feelings. I can take it." "I know I can be sensitive with constructive feedback, but I really want to work on that. I know I need it to improve." "I might seem defensive at first, but I will definitely think about what you have to say and reflect on it."

Make it about them: "What is one thing that I could do that would be helpful to you?"