



David & Goliath: Giving Feedback to the Boss_Myhre


David and Goliath 

Coaching learners to give effective feedback


Dr. D.L. Myhre, Cabin Fever, February 2010

David and Goliath 

- No conflicts of interest to disclose


David and Goliath 

Why?

David and Goliath 


Premise #1

- Well being
 - Ability to hold difficult conversations is linked to wellbeing
 - Well being is linked to patient health outcomes

David and Goliath 

Premise #2

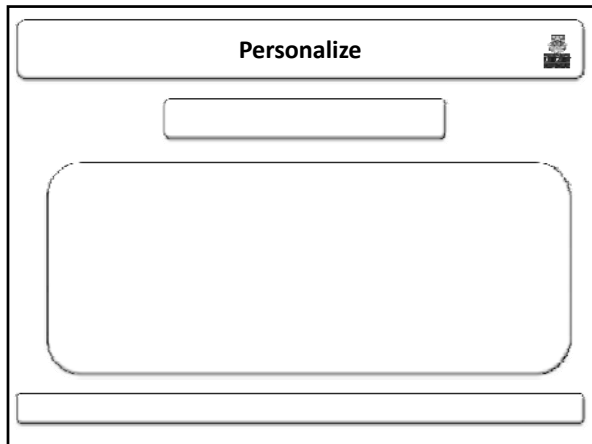
- Life skill
 - Communication/Feedback is a skill
 - Communication/Feedback cannot be delegated
 - Corollary: Nothing like life/parenting to make us better doctors

Giving Feedback to the Boss 

What outcomes interest you?

David & Goliath: Giving Feedback to the Boss_Myhre

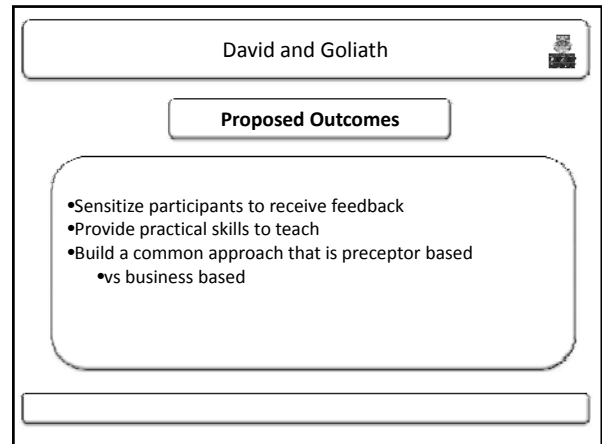
Personalize



David and Goliath

Proposed Outcomes

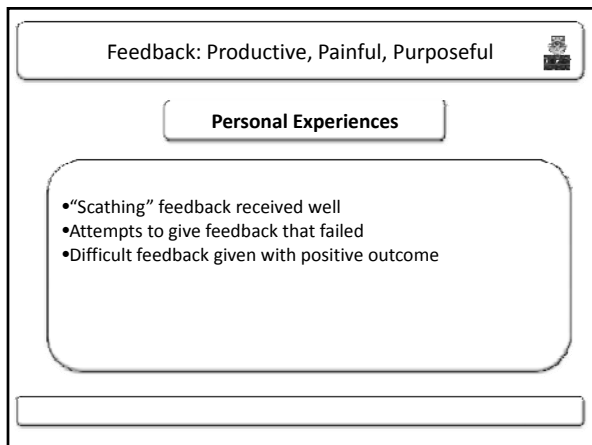
- Sensitize participants to receive feedback
- Provide practical skills to teach
- Build a common approach that is preceptor based
 - vs business based



Feedback: Productive, Painful, Purposeful

Personal Experiences

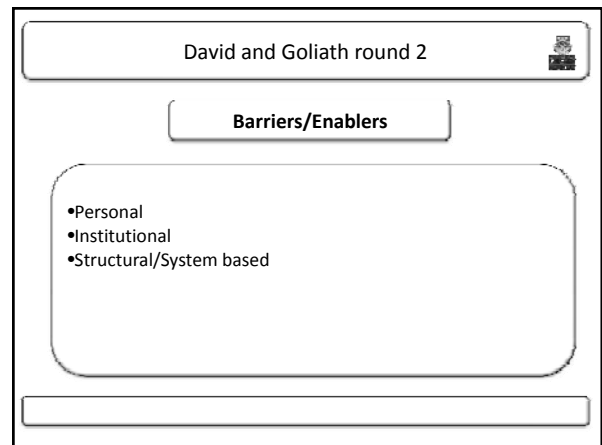
- “Scathing” feedback received well
- Attempts to give feedback that failed
- Difficult feedback given with positive outcome



David and Goliath round 2

Barriers/Enablers

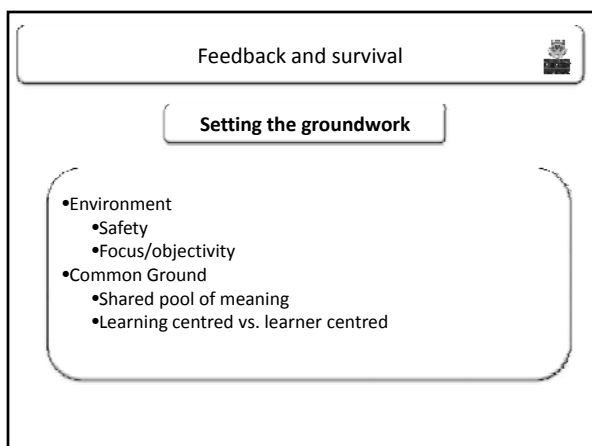
- Personal
- Institutional
- Structural/System based



Feedback and survival

Setting the groundwork

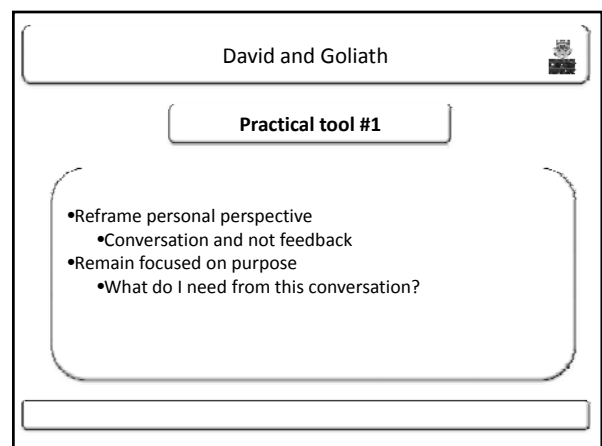
- Environment
 - Safety
 - Focus/objectivity
- Common Ground
 - Shared pool of meaning
 - Learning centred vs. learner centred




David and Goliath

Practical tool #1

- Reframe personal perspective
 - Conversation and not feedback
- Remain focused on purpose
 - What do I need from this conversation?




David & Goliath: Giving Feedback to the Boss_Myhre

David and Goliath 


Practical tool #2

- Contrasting statements
 - Based on respect
 - clarifies intent or affirms respect
- Timing of statements
 - Before, during, after
 - Repeated

David and Goliath 

Try this on....

- Acknowledge medical culture and tread carefully
 - Prepare the groundwork vs.
- Seize an opportunity
 - Best used to reinforce positive behaviors
- Role play
- Consider alternate routes

Whose job is it anyway? 

Program Responsibilities

- Community aftermath
- Establish the culture
- Normalize rate and rhythm
 - sessions are part of the expected practice of the program
 - Sessions are embedded in the ongoing relationship that develops