

Techniques for giving constructive verbal feedback

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background

Constructive verbal feedback is an effective way of making health professionals aware of their behavior, and how it affects the patient. These skills however need to be acquired and honed.

work done

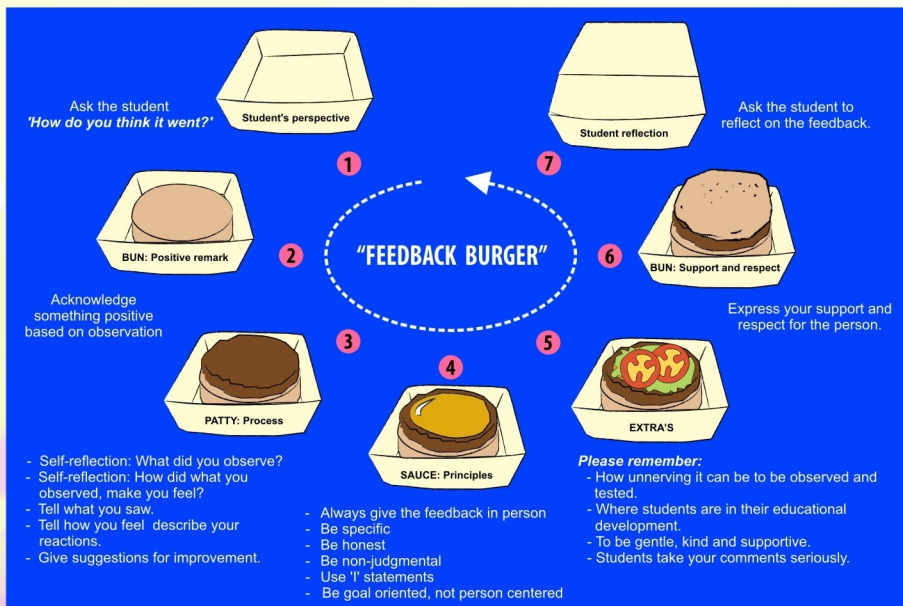
A workshop on constructive verbal feedback skills was organised at the University of Pretoria. A "feedback burger" was illustrated, the ingredients resembling elements of constructive feedback. This was followed by a game, based on Jeopardy, in which given feedback and role-plays had to be evaluated and/or improved on.

aim

To create an opportunity for SPs (standardised / simulated patients) and faculty members to acquire techniques for giving constructive verbal feedback.

Teams were challenged to identify the key components of effective feedback, discuss the challenges of providing feedback, identify strategies to improve feedback and to apply the knowledge (recipe) they gained.

A take-away hamburger was used to demonstrate the skill



results

The participants rated the workshop as a positive, dynamic and interactive fun filled experience in which they learnt how to use the "feedback burger" to give constructive and positive feedback without being judgemental or discouraging. The hamburger concept was experienced as creative and the average rating for the game was 8 out of 10.

Take home message

The "feedback burger" can serve as a reminder of all elements to be included in constructive verbal feedback.