

Feedback is a necessary component for improvement. It allows for insight, self-reflection, and can be a catalyst for change and growth. Without feedback, it can be difficult to make progress. In order for you and your practice to thrive, feedback must become a consistent tool that is used by every member of your team.

3 Roadblocks to Delivering Constant Feedback

Although feedback can help you and your team to excel, it can be a difficult skill to master. There are three reasons why people may not deliver regular feedback.

1. Feedback is uncomfortable.

Feedback can feel uncomfortable because it is a skill that takes practice. The more feedback you deliver, the more comfortable you will feel doing it in the future.

2. Feedback may hurt the other person.

Do not be concerned that you may hurt or upset the other person. Instead, approach feedback as an opportunity to help and support them.

3. Feedback can wait.

It is easy to think that giving someone feedback will take too long and that it can wait. When this happens, feedback often never gets communicated and performance does not improve. Giving feedback can be a quick process, just a minute or two, and it provides the other person with an immediate opportunity for growth.

3 Ways to Encourage and Deliver Feedback

The three tips below will help you become more comfortable delivering feedback and using it as a tool to help everyone in your practice be at their best.

1. Request feedback on yourself every day.

When you ask for and accept feedback from others, people will begin to see feedback from a different perspective. If you approach it as a learning tool that you use for continuous improvement, others will interpret your feedback to them in the same way.

2. Use a process to deliver feedback.

Use and practice a process to help you more easily deliver feedback. The four-step feedback process, *Opening – Observation – Expectation – Support*, provides a framework to structure and share feedback.

A process description and examples can be found on page 3.

3. Use feedback as a validation of performance.

Use feedback as a way to point out when people do outstanding work.

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Opening – Observation – Expectation – Support Feedback Process

Opening: Start with an opening question which allows the other person to prepare to hear your feedback.

- *Can we talk about that for a second?*
- *Can I give you some help on this?*
- *Can I share some thoughts with you?*

Observation: Next, state your observations, but refrain from judgment.

- *I noticed that . . .*
- *I observed that . . .*

Expectation: Let the person know why you are sharing this feedback with them. It is best to state this in a way that shows the value to the patient, client, team, or practice.

- *I'm sharing this because I want us all to be great at this so we deliver the best care to our patients.*

Support: Close with any tips, thoughts, ideas, or resources that may help.

- *Spend a little time with Meghan on this. She is a master and I learned a lot from her.*
- *Let me send you a few articles that I found that might help you think about this differently.*
- *There is a course on the Aspire website that will help you tackle this challenge really well.*