

“Feedback & Supervision”

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Physicians Week

Melbourne, March 22nd

Supervision & Feedback

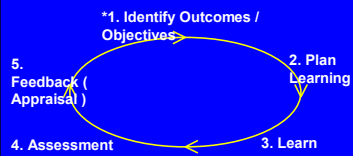
Objectives..

- Improve quality of Supervision
- Prevent problems in the ‘Supervised’
- How to give effective Feedback

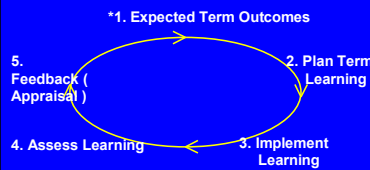
Plan / Menu for Workshop

- Introductions
- Key issues re:
Supervision
Feedback
- Interactive / Discussion

“Learning Cycle”



“Term Learning”



What is your experience

with

Teaching Plans ?
Term Learning ?
Writing Term Plans?

Key Elements Term Learning

Expected Outcomes
... Objectives (“S.A.M”)
Learning Environment
Protected Time
Range of T&L methods
Available Resources
Supervision & Feedback

What difficulties
did you faced
when implementing
your
Term Learning Program ?

Feedback...

is

Essential to Learning!

Feedback...should be:

Timely
Relevant
Specific / Precise
Firsthand
Constructive
Supportive ('positive critique')

GIVING Feedback ..to your Learners

.. the "Positive Critique" method

GIVING Feedback ..to your Learners

1. Ask what "THEY feel they did WELL?"
ie, Get 'self-assessment' ..FIRST!

Giving Feedback to your Learners

1. Ask what "THEY think they did WELL?"
2. Praise a SPECIFIC aspect they did WELL

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3. Ask what they think they could IMPROVE?

Giving Feedback to your Learners

1. Ask what "THEY think they did WELL?"
2. Praise a SPECIFIC aspect they did WELL
3. Ask what they think they could IMPROVE?
4. Suggest a WAY they could IMPROVE a SPECIFIC aspect of their performance

Giving Feedback

Do

Ensure learner has chance to 'self-reflect / assess'
Schedule regular feedback appointments
Get multiple inputs re performance

Avoid:

- Interruptions
- Saying.. "But..." or "However..."

What if there is a problem?

- ie ...Giving "difficult" feedback

Approach to problems

1. IS there a problem?

Approach to problems

1. IS there a problem?
2. WHAT is the problem?

Approach to problems

1. IS there a problem?
2. WHAT is the problem?
3. What is the CAUSE of the problem?

What are the usual causes
of
“problems / difficulties”
in those you supervise ?

Causes

Trainee	Supervision	System
<i>Clinical – cognitive</i>	Responsibility beyond competence	Overworked
<i>Communication</i>	No support	Conflicting demands
<i>Professional-ethics</i>	No feedback	Menial tasks
<i>Personal</i>	Poor team relations (Registrar/JMO)	Death and Disease
... B's		

Prevention

- Good Training program
- Good Administration
- Good Supervision

Approach to problems

1. IS there a problem ?
2. WHAT is the problem ?
3. What is the CAUSE of problem ?
4. What is the MANAGEMENT ?

What is your experience
giving

“difficult” feedback ?

...& Why is it so difficult?

Why is it hard to give “difficult”
feedback?

- Don't like upsetting people
- May make it worse
- Fear reprisals (legal)
- Embarrassing
- Lack the skills
- May show our own inadequacies
- Will add work
- Not our job

“Difficult” feedback..

What Strategies...

...do you use?

Interactive Strategies

- Listen
- Question (open)
- Focus on the problem, not the person.
- Don't be apologetic – deal with it
- Don't be aggressive
- Negotiate

Crockett, BMJ, 2003

Strategies from Performance Management

- I am very disappointed about.....
- My reaction to is
- On reflection, I wondered if it would have been better to
- When you did/said....., I felt/responded/thought
- I have a problem, and I need your help to fix it.

Other tips from performance management

- Role play the difficult conversation first.
- Put yourself in the other person's shoes – how do you think they are going to react and feel about your feedback?
 - Will they cry?
 - Will they get angry?
 - Will they try to justify their behaviour?
- Plan strategies for dealing with the predicted response

Dealing with distress

- Use good communication principles that you use with your patients
- Don't avoid dealing with the issues
- Use reflection:
 - I can see that this is very upsetting for you
 - This discussion seems to have made you very angry
 - This must be very distressing for you
 - Yes, it is very disappointing

Supervision & Strategies for preventing problems

- Ensure effective clinical support
- Build good team relationships
- Give regular feedback
- Appropriate hours
- Debriefing after clinical encounters
- Personal support / “get to know” trainees

Summary..

- Supervision requires planning of T&L
- Plan regular Feedback & use 'positive critique' method
- Preventing problems:
 - Trainee
 - Supervisor
 - System