



## Cycle for Receiving Feedback

Knowing how to give feedback is just as important as how to receive feedback.

- Solicit
- Listen
- Assess
- Integrate



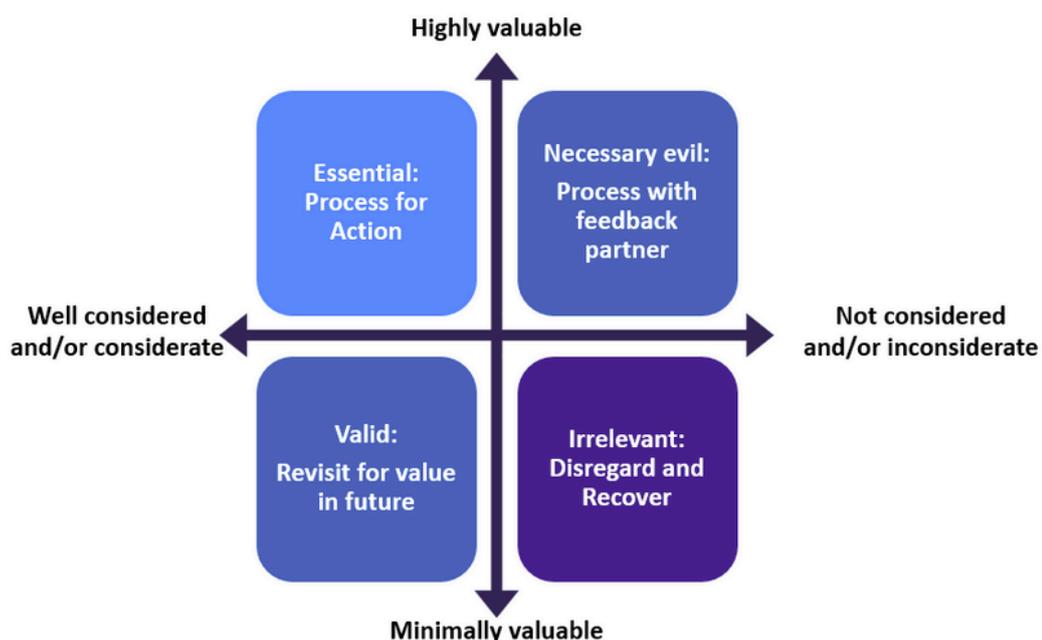
## When you listen

When we hear feedback several reactions kick in. Be aware of:

- Emotions- defensiveness, embarrassment, shame
- Wrongspotting- assuming the feedback is wrong
- Triggers- did the feedback reveal a belief about identity, truth, or relationship



## Assessing Feedback





## Case 1

You've been appointed lead on developing a new curriculum. You feel passionately about the project and have been putting in long hours interviewing, researching, and developing a plan. You had your first brief to the GME leadership yesterday and you think you nailed it. They must have seen all the hard work that went into it.

The program director comes by this morning and says: **“Nice job yesterday. You know...have you considered talking to the folks at Samaritan (other hospital) I hear they have a nice program. Also, your slides were a bit wordy- maybe at the next presentation you could trim them down? Thanks again.”**



## Case 2

Over the last several resident retreats the residents have consistently asked for more teaching on clinical decision-making during rounds. You've heard them and you've upped your game, outlining decision making on rounds. You just received your anonymous rotation evaluation and you're eager to see if the residents noticed the difference. Most of the comments were very positive but your eyes linger on this comment:

**“Absolutely terrible rotation! Rounds were sooooo long. I can believe Dr. X has such little regard for our time.”**



## All Levels Leadership

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