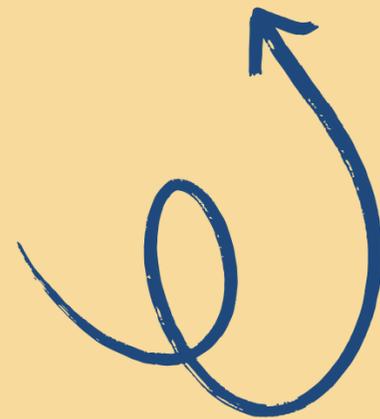


The Art of Giving & Receiving Feedback

pioneers in practice
module 2



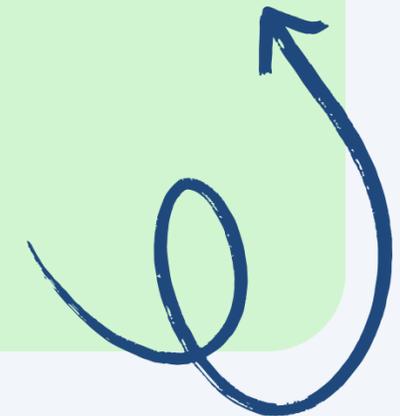
Why Feedback Matters



Fostering Growth and Development

- High-impact learning strategy that improves performance and motivation
- Builds self-regulation, confidence, and professional growth
- Supports safety, quality, and effective teamwork
- Information based on direct observation can improve performance

(Jug et al., 2018)



Cultivating a Positive Feedback Space

A supportive environment encourages open communication, where team members feel valued and empowered. **Emphasizing collaboration** fosters trust, leading to more constructive feedback and a culture of continuous improvement.



Giving Constructive Feedback

Essential Skills for Effective Communication



Be Specific

Be specific, timely, and private when needed.



Focus on task, process, & improvement

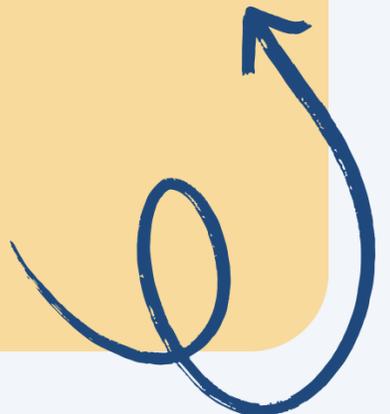
Focus on task, process, & improvement (not the person)



Offer Solutions

Feed up: Clarify goals
Feed back: Identify next steps
Feed forward: Identify next steps

(Jug et al., 2018)



Strengths-Based Feedback

- Use behavior-specific praise
- Aim for a 4:1 positive-to-corrective ratio
- Avoid vague praise (e.g., great job)

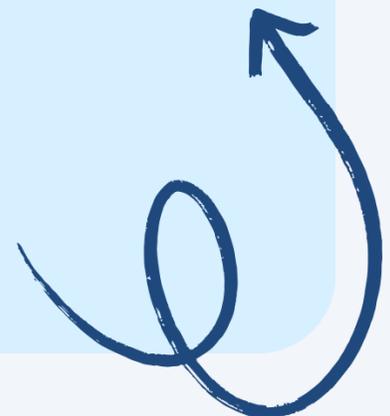


Giving Feedback

Specific Examples



- Feed up: “The goal is to explain OT’s role clearly to a non-OT audience.”
- Feed back: “Your strategies were clear, but some of the terminology may have been hard to follow.”
- Feed forward: “Next time, try defining a term and providing a real-world example.” Builds self-regulation, confidence, and professional growth
- Behavior-specific praise: “You paused to clarify expectations. That helped the group stay focused.”
- Task-focused feedback: “Your client goals are clear. Consider adding a statement to connect the intervention to the functional outcome.”
- 4:1 Example: Great rapport, clear instructions, and strong adaptation to the group. Next time, try documenting those adjustments more clearly.”



Receiving Feedback Effectively

Key Strategies for Positive Outcomes



Adopt a Growth Mindset

Feedback = learning



Separate Emotion

Separate emotion from information



Listen Reflectively

Listen fully; clarify meaning; reflect and apply next steps

Express gratitude and follow up with a plan

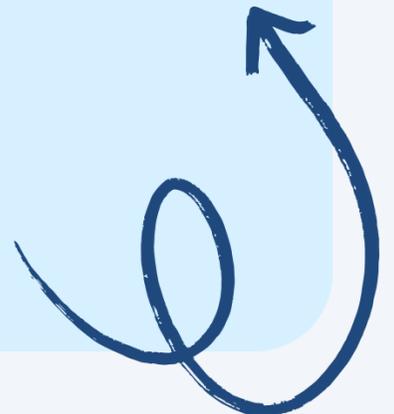


Receiving Feedback



Specific Examples - In the Moment

- Request time to process
 - “Thank you for that feedback. I’d like a little time to reflect so I can respond thoughtfully.”
 - “I want to make sure I fully understand this—can I take some time and follow up later?”
- Acknowledge without agreeing or defending
 - “I hear what you’re saying, and I want to reflect on how I can apply it.”
 - “That’s helpful information. I’d like to think about how it aligns with my goals.”
 - “I may need some time to sit with this, but I appreciate you bringing it to my attention.”
- Clarify expectations
 - “Would it be okay if I checked back in after I’ve had time to reflect?”
 - “Can we identify one or two priority areas for me to focus on first?”



Regulation Skills



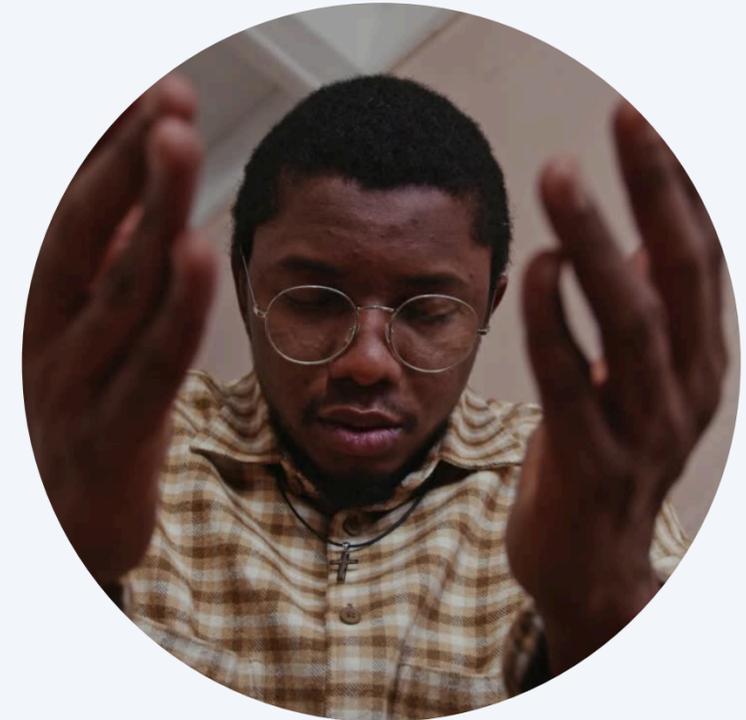
In-the-moment

Breathe
Ground
Focus on listening, not
preparing a defense



Post-feedback

Write it down
Step away briefly
Neutral reframe



Cognitive reframing

Turn feedback into learning
Shift “this feels personal” to “this
is about performance or
process”

Quick Script for Receiving Feedback

- “Thank you - I receive your feedback.”
- “Can I take some time to reflect so I can respond thoughtfully?”
- “What are 1-2 priorities you would like me to focus on?”
- “I’ll follow up by (time/date) with actionable steps.”



References

Jug, R., Jiang, X., & Bean, S. M. (2018). Giving and receiving effective feedback: A review article and how-to guide. *Archives of Pathology & Laboratory Medicine*, 143(2), 244–250. <https://doi.org/10.5858/arpa.2018-0058-RA>

Stone, D., & Heen, S. (2014). Thanks for the feedback: The science and art of receiving feedback well. Viking.

Thank You

