SPM model for feedback

This feedback model can be used by any simulation participant.

Considerations when providing feedback:

- Begin with the person receiving the feedback; ask for their experience, it helps you to know what was going on for them
- Remember that we can never know what somebody else is thinking, feeling or intending
- Ask rather than tell
- What about the learner or interaction might interfere with someone's ability to receive feedback

Effective feedback is:

- **Specific** *not* hypothetical
- avoids would and should
- Immediate
- *Avoids* assumption and judgement
- Related to learning objectives
- Based on what was *actually* said or done and the response to it
- In SPM the SPs feedback is from their experience not the character
- Brief and clear

When you said (or did) _____

I felt, thought or experienced _____

Example:
When you started explaining why you called me in and you looked at your file the whole time; I thought maybe I had done something wrong. I was scared and felt disrespected and unimportant.

Model what you are teaching
Where possible model the kind of communication and/or professional competencies you are teaching your students to have.