



## Contraceptive Counseling: *Quality Assurance*

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### Overview

This document reviews the steps a trainer should take to provide effective feedback to a trainee or counselor. It is important to keep in mind that effective feedback can reinforce good relations, which is particularly important in a team-based environment.

### 5 Steps to Effective Feedback

1. **Timing.** Provide feedback immediately after the counseling session
2. **Choose your words.** The way you say something can have a big impact on the trainee. Focus on the action or behavior that needs to change and not the person. Beginning feedback phrases with, “I noticed that...” or “I understand that ...” discusses the action or behavior that needs to be changed—not the person.
3. **Start with the positive.** Positive feedback acknowledges good contributions and work well done. Give specific examples of what the trainee did well. Reinforcing positive behavior encourages more of the same.
4. **Be descriptive and talk about the facts.** When giving feedback, discuss what happened, not how you feel about what happened. Focus on the behavior, describe it and stay objective. Give a reason why it’s an issue and state the impact it could have on the patient.
5. **Collaborate to come up with ideas for improvement.** Although you can offer suggestions that you think would be helpful, it’s not up to you to come up with all the solutions by yourself. Involving the trainee in this crucial part of the feedback process. It helps her have some ownership and involvement in the decision-making which will result in greater commitment to see that it’s implemented.