



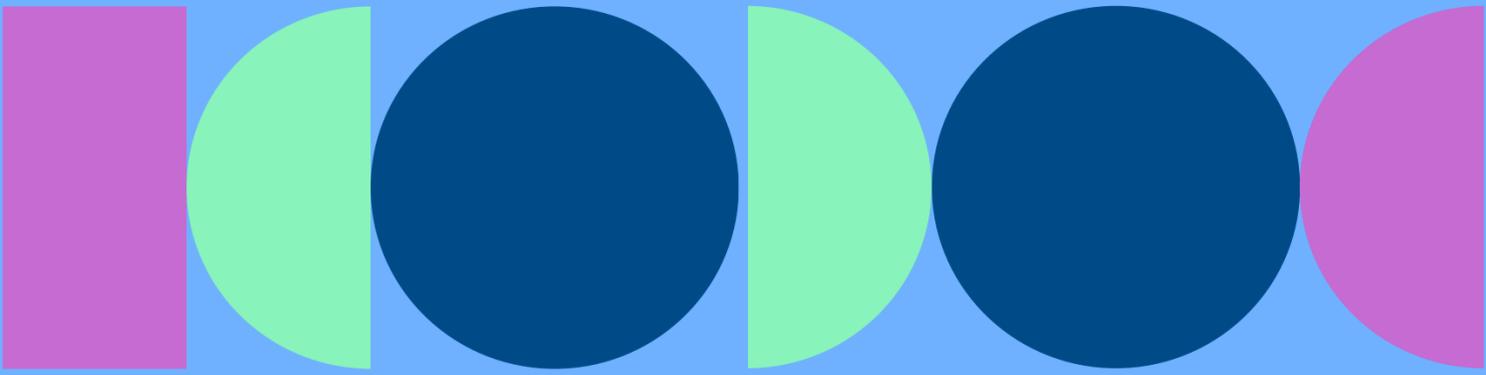
**BEST CARE EAP**

# Don't Fear Feedback!

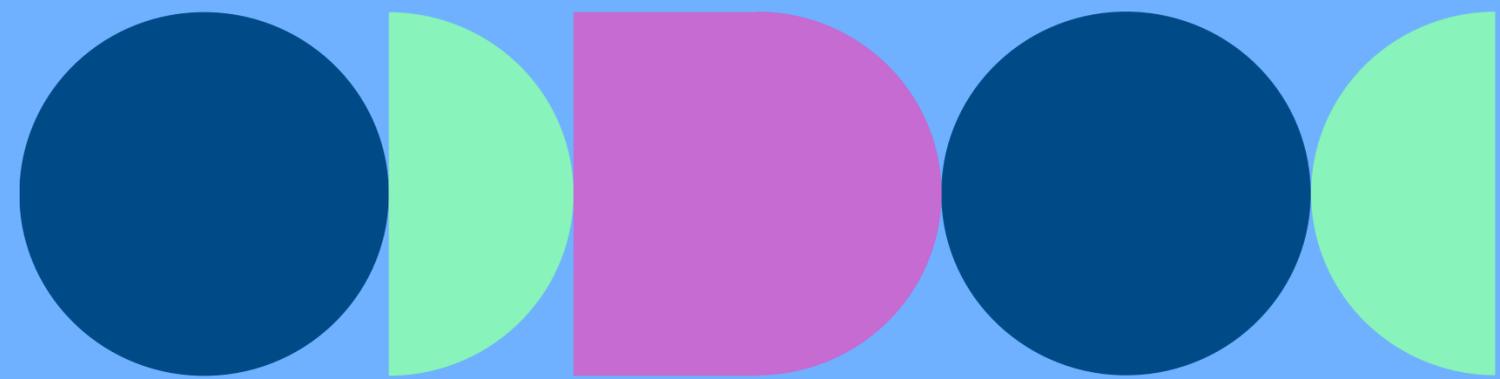
[www.BestCareEAP.org](http://www.BestCareEAP.org)

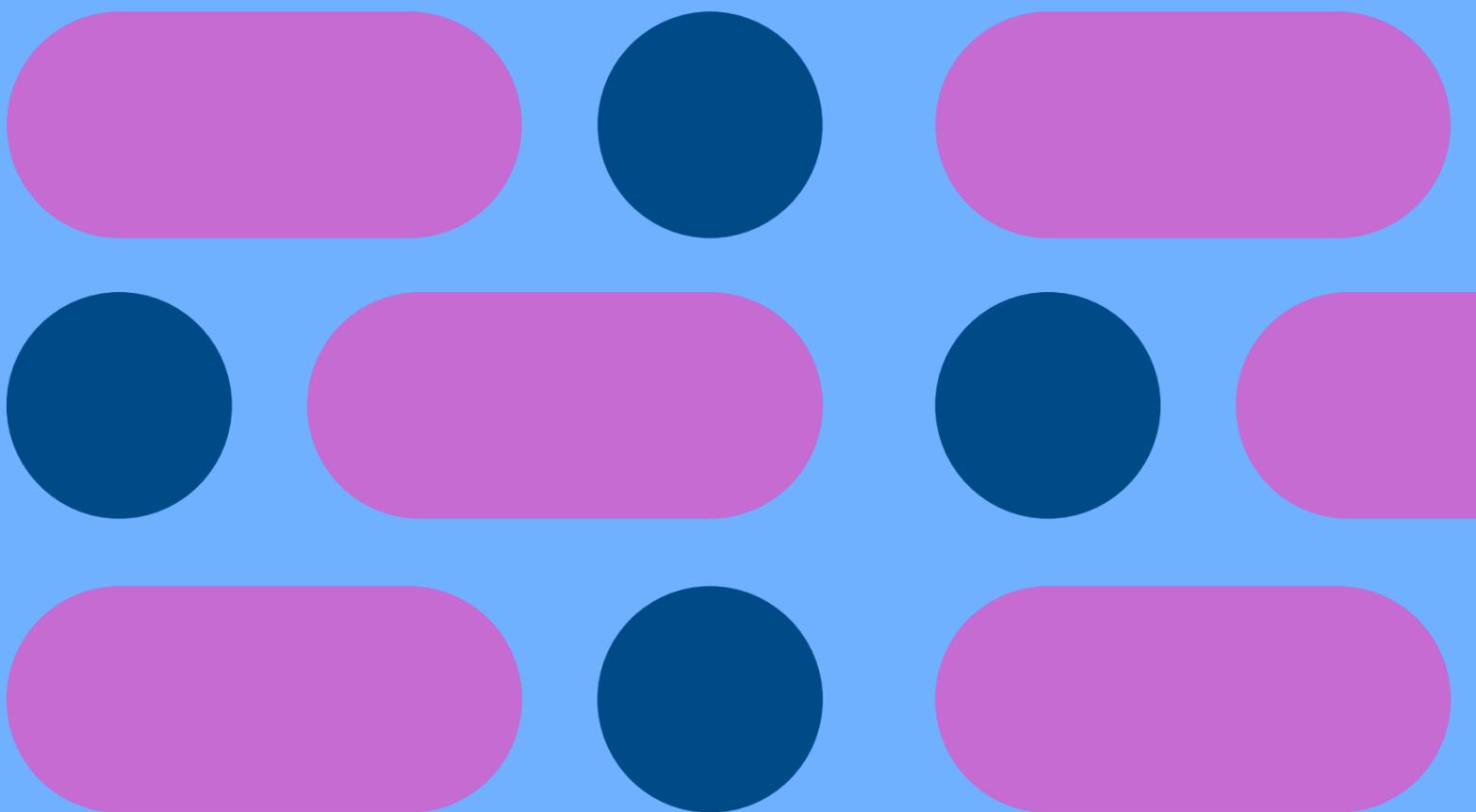
Presented by: Rachael Kros





“Don’t mind criticism.  
If it’s untrue, disregard it;  
if unfair, keep from irritation;  
if it is ignorant, smile;  
if it is justified, learn from it.”

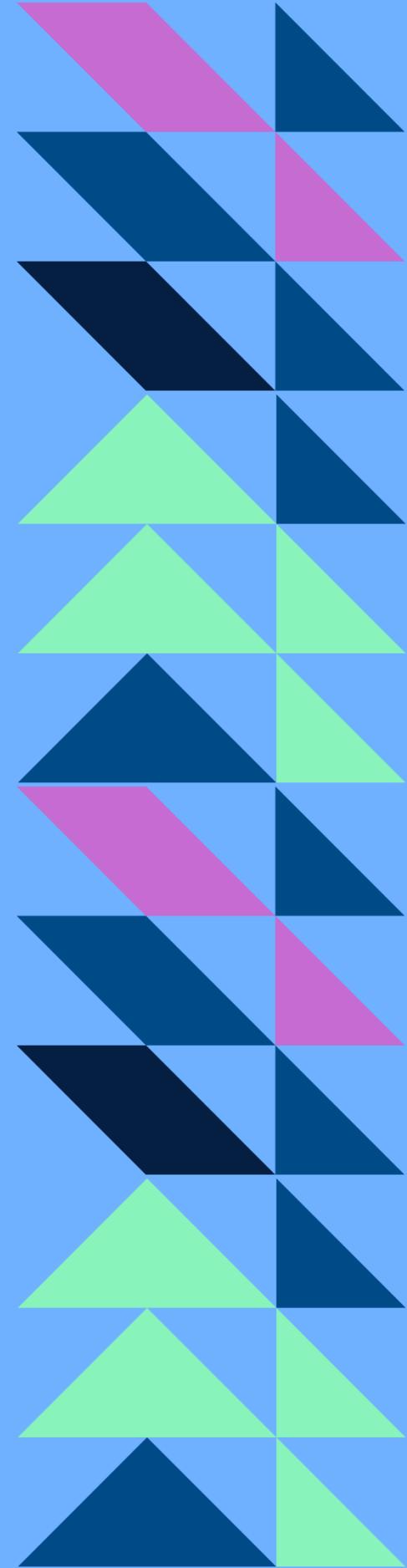




**Criticism: Analyzing and judging the merits (both good and bad) of something, often involving evaluation and feedback.**

**“Feedback is a free education to excellence. Seek it with sincerity and receive it with grace.”**

**– Ann Marie Houghtailing**



# Change Your Perception

- Frame It Positively
- Be Grateful Someone Cares
- Always Assume Positive Intent
- Criticism Helps Us Improve



# Ask For It!

- Choose People You Respect
- Expect Honesty
- Show You Want to Improve
- Strengthen Your Relationships



# Control the Self-Talk

- What Is Actually Being Said
- Focus on Rational Thinking
- Choose to See the Good
- Reframe Negative Thoughts



# Critique the Criticism

- Is the content important?
- Who is giving it?
- Is it emotionally driven?
- Have I heard this before?
- What's in it for me?
- What's in it for my team?



# Control Your Emotions

- Acknowledge Your Feelings
- Pause to Breathe
- Impact on Relationships
- Affects on Mental Health
- Creates Personal Growth



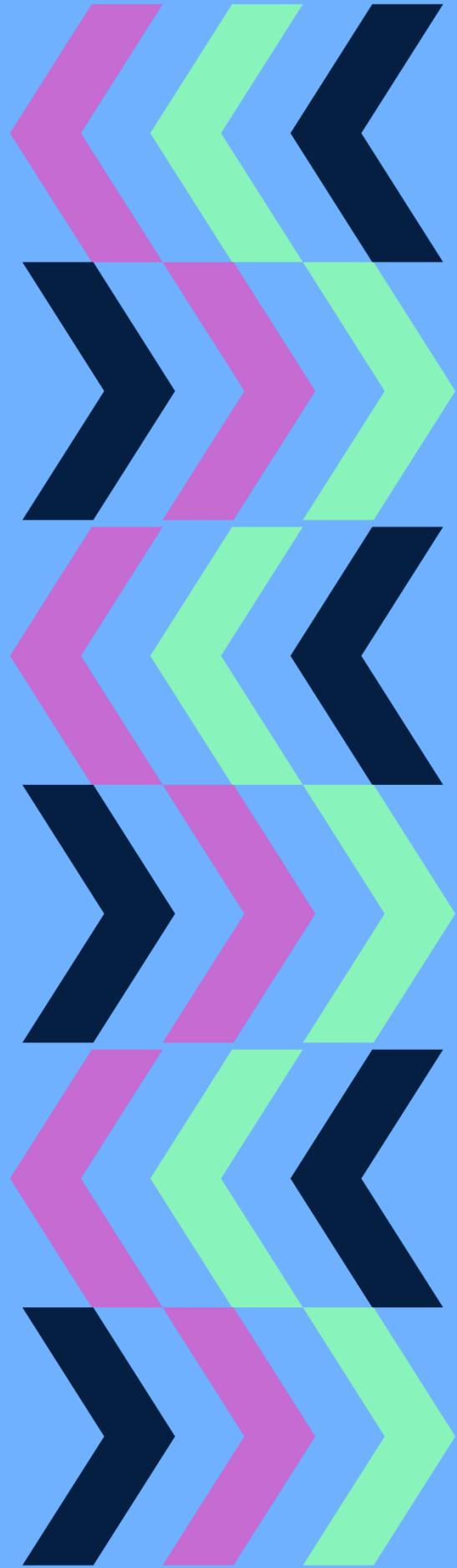
# Tips for Receiving Feedback

- Listen Attentively
- Ask Clarifying Questions
- Acknowledge the Feedback
- Focus on the Behavior, Not the Person
- Express Gratitude
- Develop a Plan for Improvement
- Follow Up



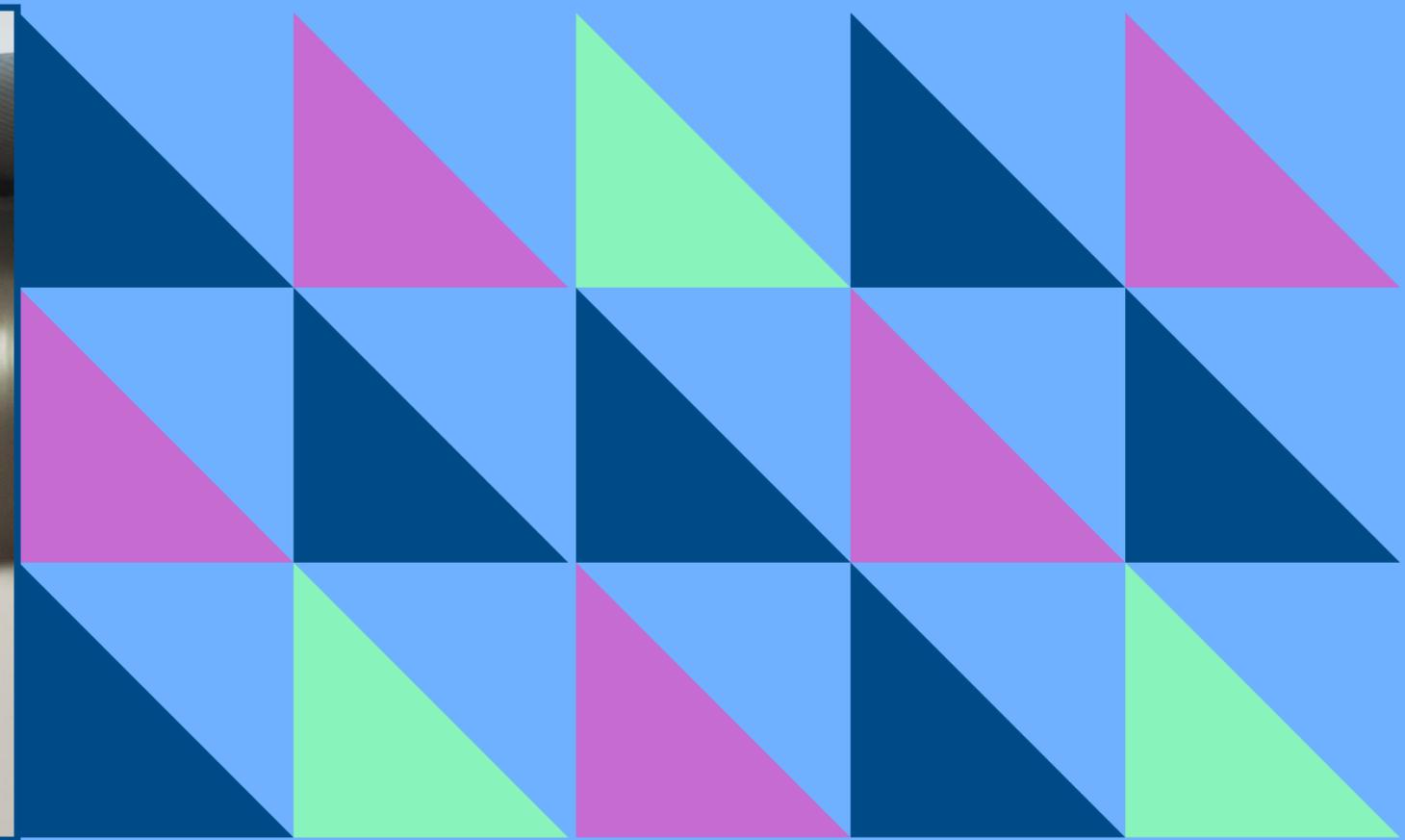
“Any fool can criticize,  
condemn, and complain  
- and most fools do.”

**– Benjamin Franklin**



# Constructive Feedback

Providing specific and actionable insights, suggestions, or criticism aimed at improvement, growth, and positive change.



# The Purpose of Feedback



- Identify strengths & areas of growth in clinical practice
- Promote professional development
- Improve overall quality of care

# The Goal of Feedback



- Identify areas for improvement
- Remain impartial
- Avoid personal biases

# Benefits of Constructive Feedback



- Improved Clinical Skills
- Enhanced Collaboration
- Increased Accountability
- Promotes Self-Awareness

# Challenges of Constructive Feedback

- Potential Bias
- Fear of Reprisal
- Lack of Training



# Providing Constructive Feedback

- Focus on Specific Behaviors



# Providing Constructive Feedback

- Focus on Specific Behaviors
- Use “I” Statements



# “I” Statement Examples

- “I’m worried about potential medication errors if the labels aren’t clearly visible.”
- “I feel concerned when I notice the patient’s vital signs haven’t been documented consistently.”
- “I would appreciate if we could discuss the patient’s care plan more thoroughly to ensure everyone is on the same page.”
- “I feel uncomfortable when conversations get tense because it makes collaboration difficult. I would like us to work on maintaining open & respectful communication.”

# Providing Constructive Feedback

- Focus on Specific Behaviors
- Use “I” Statements
- Be Timely & Direct



# Providing Constructive Feedback

- Focus on Specific Behaviors
- Use “I” Statements
- Be Timely & Direct
- Offer Suggestions

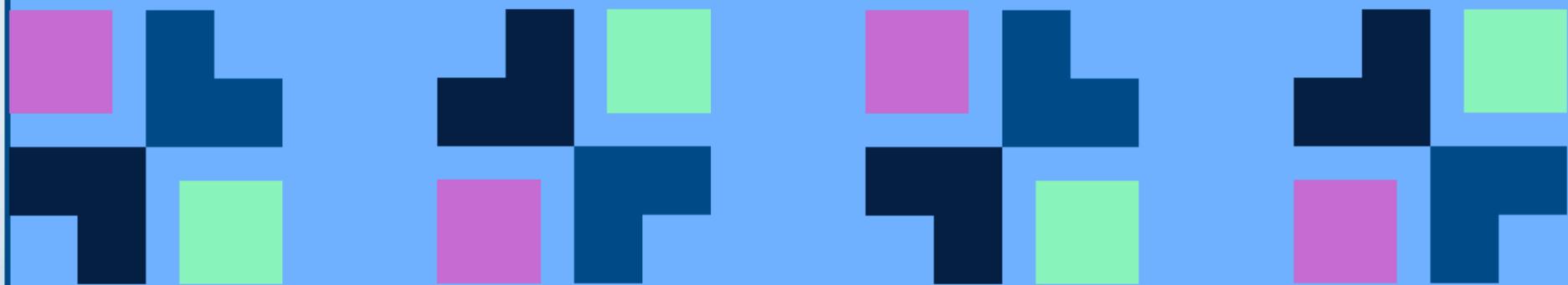


# Know Your Intent

- What needs to be changed? Why?
- What prompted the criticism?



- What needs to be said? How am I going to say it?



# Communicate Effectively

## Constructive

Compassionate & Helpful

Suggestions for  
Improvement

Specific, Clear, Detailed,  
& Actionable

Focuses on the Work

Creates Motivation,  
Excitement, & Energy



## Destructive

Harmful & Insulting

No Suggestions for  
Improvement

Vague & Non-Specific

Feels Like a Personal Attack

Create Fatigue &  
Defensiveness

# Choose Your Words Carefully

- Preserve Their Dignity
- Don't Make It Personal
- Be Aware of Body Language
- Avoid Certain Words



# Communicate Effectively

- Ask Questions for Clarification
- State Your Positive Goal
- Incorporate Motivation
- Follow Up



# Determine the Best Time

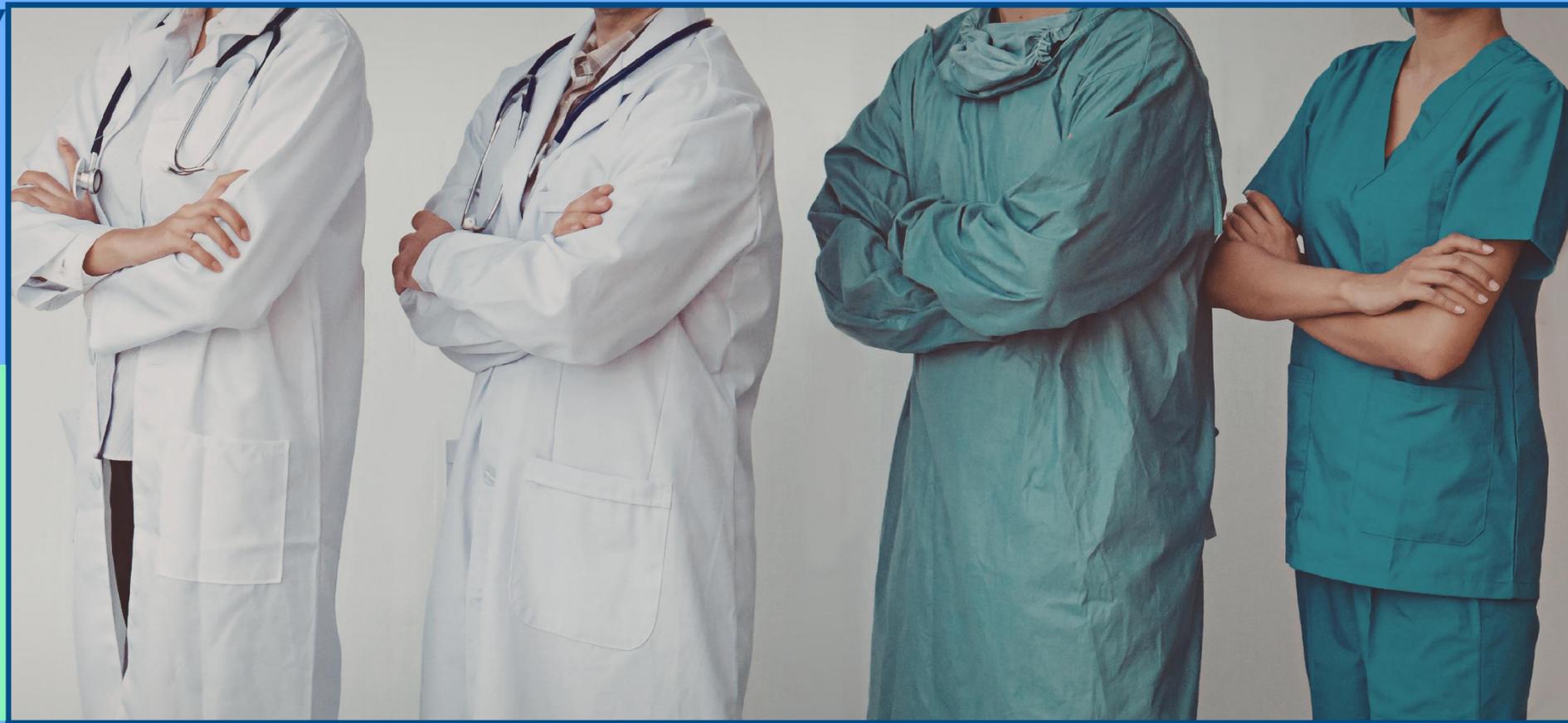
Am I in the best frame of mind to give it?

Are they ready to receive it?



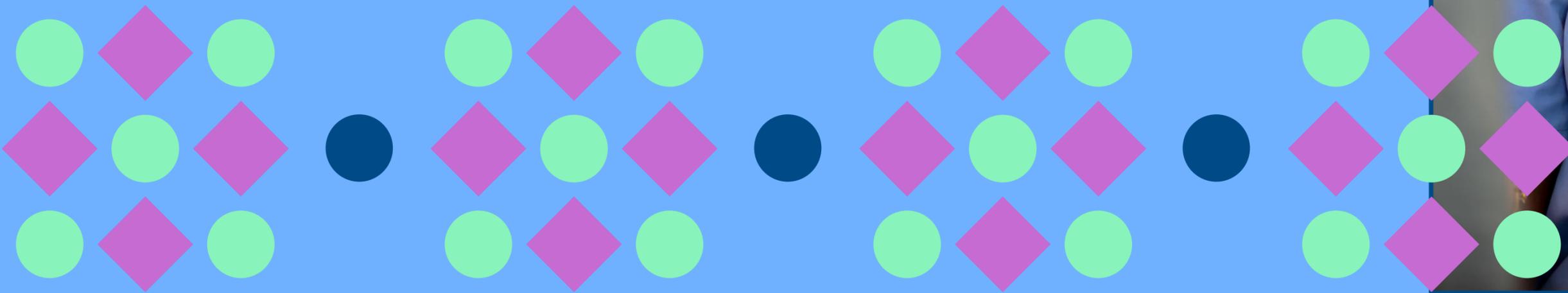
# Objective Feedback

Focuses on observable & measurable facts while remaining unbiased, impartial, & free of personal feelings or opinions.



# Objective Feedback Framework

- Action-Focused
- Specific & Measurable
- Kind & Constructive



# ASK Feedback Framework

## Action-Focused

- Describe the exact behavior or action, not the person.
- Avoid subjective judgments or assumptions about intent.



“I was concerned when you interrupted the patient twice in yesterday’s consultation because it made it harder for us to understand their needs.”



“You’re not good at listening.”

# ASK Feedback Framework

## Specific & Measurable

- Provide clear, concrete examples & include data observations, or outcomes when possible.
- Avoid generalizations like “always” or “never”.



“I’m concerned that 3 patient discharge summaries were submitted late last month. Timely documentation is critical to ensure continuity of care, compliance with regulations, & that our team can make informed decisions promptly.”



“You’re unreliable with deadlines.”

# ASK Feedback Framework

## Kind & Constructive

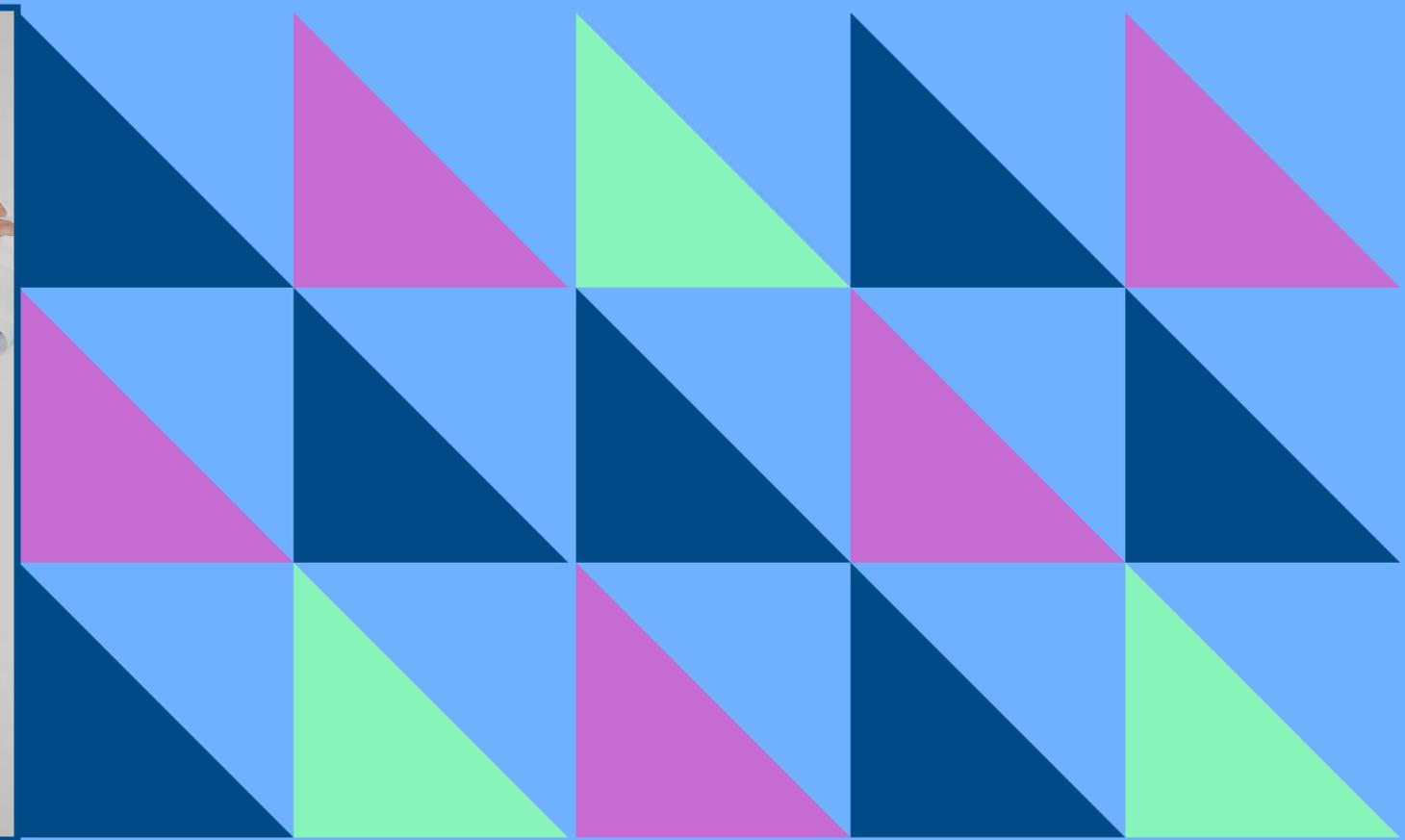
- Communicate with empathy & respect.
- Focus on improvement & development.
- Suggest actionable steps or ask for input on solutions.

 “I want to make sure we continue to provide timely care for our patients, so I’d like to know how I can better support you in managing your workload.”

 “If this keeps happening, you’re going to have serious consequences.”

# Subjective Feedback

Focuses on aspects like communication style, teamwork, leadership qualities, or overall impact on others.



# Subjective Feedback

- Provides insights into behaviors, attitudes, & impacts on others
- Shaped by individual thoughts & preferences
- May still be valid



# Subjective “I” Statements

- “I appreciate how you take initiative to address issues before they escalate. It makes me feel confident knowing the team can rely on your foresight.”
- “I feel frustrated when I’m interrupted because it makes it harder for me to share my full thoughts. I would appreciate having space to complete my points.”
- “I feel discouraged when my suggestions are met with a dismissive response. It makes me question whether my input is valued.”
- “I feel inspired by your positive attitude, even during our busiest shifts. It motivates me to keep pushing forward.”

# Subjective Feedback Framework

- Observation: “I noticed...”
- Personal Impact: “I found...”, “I felt...”
- Constructive Suggestion: “I wonder if...”, “Perhaps next time...”
- Acknowledge Strengths: “I appreciate...”
- Invite Dialogue: “I’d love to hear your thoughts on...”
- Show Empathy: “I understand...”, “If helpful...”



# Constructive Feedback

## Key Elements

- Private, respectful setting
- Focus on behavior, not personality
- Use of specific, observable examples
- Impact on team or patient care
- Offering support or solutions
- Balanced tone, acknowledge strengths



# Additional Resources:

Emory, C. L. (2018). Pearls: Giving and Receiving Feedback. *National Library of Medicine*, 35-36.

Wilding, M. (2025, April 14). *Get Clearer, More Actionable Feedback*. Retrieved from Harvard Business Review:  
<https://hbr.org/2025/04/get-clearer-more-actionable-feedback>

# Your Best Care EAP Benefit:

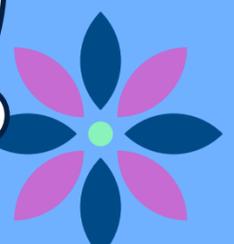
-  Confidential counseling sessions: in person, via telehealth, or by phone.
-  On-demand webinars and articles for personal and professional growth.
-  Monthly live events including leadership training.
-  Dependent family members have access to Best Care EAP services, too!

[www.BestCareEAP.org](http://www.BestCareEAP.org)

username: bcCODEe password: CODE



# Thank You For Your Time!



 [www.BestCareEAP.org](http://www.BestCareEAP.org)

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