

Don't Fear Feedback!

Workplace Culture & Dynamics



Best Care EAP can help!

For free, confidential support for you and your dependent family members, contact us today.

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Receiving Feedback

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

- Identify 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
- Consider the impact on relationships
- Recognize the effects on mental health
- Create 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

Giving Feedback

The Purpose:	The Goal:
<ul style="list-style-type: none"> • Identify strengths & areas of growth • Promote professional development • Improve overall quality of care 	<ul style="list-style-type: none"> • Identify areas for improvement • Remain impartial • Avoid personal biases
The Benefits:	The Challenges:
<ul style="list-style-type: none"> • Improved skills • Enhanced collaboration • Increased accountability • Promotes self-awareness 	<ul style="list-style-type: none"> • Potential bias • Fear of reprisal • Lack of training

Provide Constructive Feedback	<ul style="list-style-type: none"> • Focus on specific behaviors • Use “I” statements • Be timely & direct • Offer suggestions
Know Your Intent	<ul style="list-style-type: none"> • What needs to be changed? Why? • What prompted the criticism? • What needs to be said? How am I going to say it?
Choose Your Words Carefully	<ul style="list-style-type: none"> • Preserve their dignity • Don’t make it personal • Be aware of body language • Avoid certain words
Communicate Effectively	<ul style="list-style-type: none"> • Ask questions for clarification • State your positive goal • Incorporate motivation • Follow up
Determine the Best Time	<ul style="list-style-type: none"> • Am I in the best frame of mind to give it? • Are they ready to receive 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

Objective Feedback Framework: ASK

Action-Focused

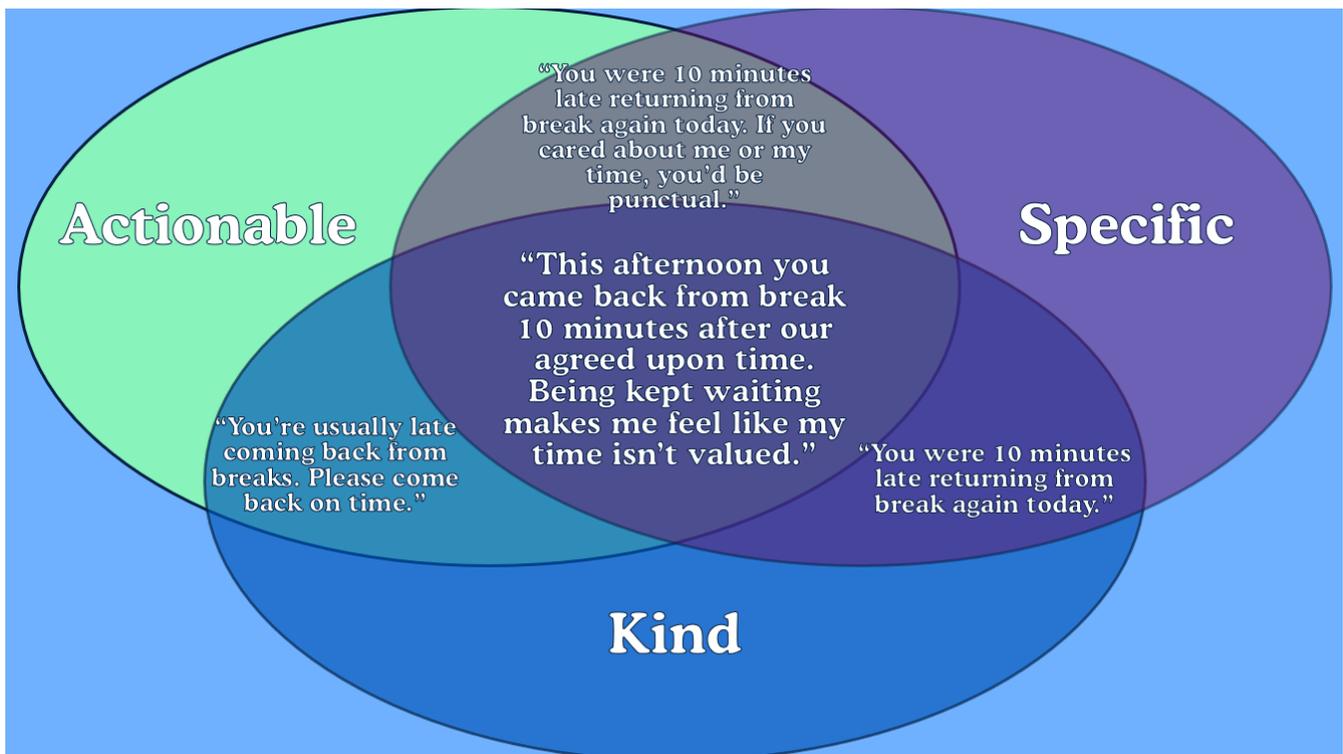
- Describe the exact behavior or action, not the person
- Avoid subjective judgments or assumptions about intent
 - ☑ "I was concerned when you interrupted the patient twice in yesterday's consultation because it made it harder for us to understand their needs."
 - ☒ "You're not good at listening."

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, and that our team can make informed decisions promptly."
 - ☒ "You're unreliable with deadlines."

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 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..."

Key Elements of Constructive Feedback

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

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!

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