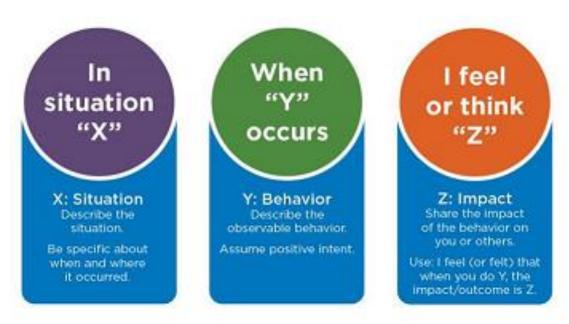
## **Feedback Statements**

<u>Instructions:</u> Review each of the sentences and circle those that you view as effective feedback.

- 1. "I'm really confused over what you just said about my work".
- 2. "Now I don't want you to get upset about what I'm going to say, but...."
- 3. "When I was talking to Juan, you interrupted and it I wasn't able to convey the new information about the patient".
- 4. "Why do you do things like that?"
- 5. "You did a great job keeping that kiddo occupied by playing with hi during the appointment."
- 6. "I am impressed with how you handled that situation. Mom was confused and upset when she arrived and you were able to diffuse this by patiently answering all of her questions with a calm and caring demeanor."
- 7. "You've offended every person at our staff meeting last month".
- 8. "Thanks for taking the time to meet with me. I would like to give you some feedback regarding your presentation."
- "When you to talk so softly, I have trouble hearing you, and I've noticed that we both get frustrated that I don't respond to your request."
- 10. "You said that you feel sometimes I don't listen to others whose ideas are different from mine. Tell me more."
- 11."You appear to be upset is it something that I said?"
- 12."That kind of childish behavior won't get you anywhere around here".
- 13. "Your presentation was great you made eye contact with the audience and the story you told was very engaging."
- 14."You're really overreacting to what I just said".
- 15. "I really liked the way you remained calm and demonstrated empathy with that mom who was upset about the mix up with her child's appointment."

## Feedback Lightening Round Scenarios

Instructions: Practice using the X, Y, Z model for the situations below.



Instructions: Pick **2** scenario's below and write down your feedback response using the X, Y, Z method above.

- 1. Lucy is a new employee. She is progressing well in many areas of her role. You notice she speak loudly to patients/parents and others can likely hear, compromising privacy.
- 2. Today, Max needed to leave work unexpectedly due to a family emergency and Lisa volunteers to stay and cover the start of Max's shift.
- 3. While meeting with a patient/family, they remark about how great Vivian at the front desk is. They appreciate her positivity and how she helped them resolve some scheduling conflicts.
- 4. Emily, RN, walked past the front desk and when she noticed the long line, she stopped and answered the phone.
- 5. Jason is a 5 year employee and is a super star in clinical/job expectations skills. However, you perceive he has been short with you and he called you "clueless".
- 6. You were at a party and after hearing you worked in the Diabetes clinic, another attendee spoke about her positive experience with the clinic and Dr. Peterson.