

Feedback Statements

Instructions: 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."
9. "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.

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| 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. |