

Instructor Development

Effective Feedback



Effective and respectful feedback will reinforce and reward the participant for what they are already doing well, and give them the tools and information they need to improve in other areas.

- **Affirmative**
 - Something thing they did well
 - Example: ***"Your compression depth is excellent"***
- **Corrective**
 - Something they could do better
 - Example: ***"Your compressions need to be a bit faster"***

To be Effective, all feedback...both Affirmative and Corrective...should be respectful, constructive, specific, relevant and helpful.

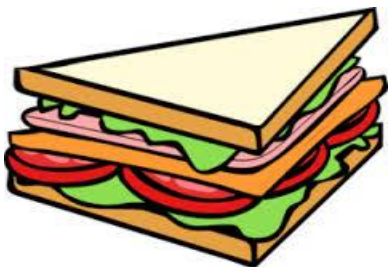
Avoid non-specific or "Neutral" feedback, which may have either positive or negative connotations, but does not provide the recipient with any specific components to repeat or improve.

- Examples of "Neutral" Feedback
 - ***"Good first try...but do it better next time"***
 - What part was "good"?...how can they do it "better"?
 - ***"That was awful"***
 - What specifically made it "awful"?...how could it be made less awful next time?
 - ***"That was awesome"***
 - What made it "awesome"?...how can they be awesome again next time?

The Feedback Sandwich

The "Feedback Sandwich" is a basic template for crafting effective and respectful feedback.

Although no single technique will always be appropriate for every circumstance...practicing this method will give you confidence and a deep vocabulary for delivering effective feedback.



- **Affirmative-1**...something thing they did well
 - Example: ***"Your compression depth is excellent"***
- **Corrective**...something they could do better
 - Example: ***"Your compressions need to be a bit faster"***
- **Affirmative-2**...one other thing they did well
 - Example: ***"Your hands were placed in the center of the chest...right where they should be"***