**Art of Effective Feedback**

**1. Effective feedback should be:**

* 1. Frequent, in small doses, over the phone
  2. Frequent, in small doses, face to face
  3. Infrequent, in small doses, face to face
  4. Often, a lot at once, over the phone

**2. What can happen in the absence of good feedback?**

1. Poor performance improves
2. Good behaviors are reinforced
3. Learners assume their level of competency is good enough
4. Learners rely on comments from patients to judge performance

**3. What qualities create an effective preceptor?**

1. Passionate, enthusiastic, role model, organized, good communication skills
2. Encourage critical thinking & problem solving, facilitate self-learning
3. Infrequent feedback, lack of flexibility, not knowing learner’s interests
4. A & B only

**4. Which of the following is NOT a factor that can influence feedback quality?**

1. Environmental factors
2. Cultural factors
3. Interpersonal factors
4. Situational factors

**5. Which of the following are characteristics of quality feedback?**

* + - 1. Neutral, private setting
      2. Objective
      3. Formal and summative

1. I and II only
2. I and III only
3. II and III only
4. All of the above

**6. What is the feedback sandwich?**

1. Corrective statement, reinforcing “positive” statement, corrective statement
2. Reinforcing “positive” statement, corrective statement, reinforcing “positive” statement
3. Corrective statement, reinforcing “positive” statement, reinforcing “positive” statement
4. Corrective statement, corrective statement, reinforcing “positive” statement

**7. What is a limitation to the feedback sandwich?**

* 1. Provides 2 corrective statements with 1 positive statement, which may be discouraging to learners
  2. Involves self-reflection with the learner self-identifying areas to improve
  3. May obscure the constructive feedback by highlighting praise

**8. A preceptor welcomes a new resident who originates from a country in Asia. He is eager to learn, and has completed a tremendous amount of research in ambulatory care pharmacy. His grade point average was very high, and he is easy going and has a nice sense of humor. He speaks and writes his primary language with native proficiency. He speaks and writes Spanish with native proficiency, and he speaks and writes English with intermediate professional proficiency. Which of the following is potentially the greatest barrier to providing effective feedback?**

* 1. Difficulty communicating
  2. The resident’s personality
  3. The resident’s lack of training
  4. The preceptor’s personality