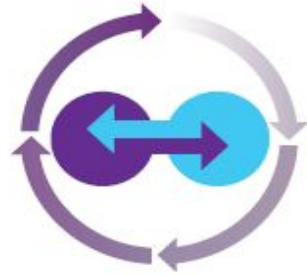


# Forward with Feedback



# A bi-directional conversational approach

## SOM Feedback Conversation Model\*



Feedback conversations where:

- Goal is Identified
- Self-Assessment
- Incorporation of Observations
- Coaching Plans are Co-developed

\* Foundations in R2C2  
Evidence-based Coaching and  
Feedback Model



Hackensack Meridian  
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# A bi-directional conversational approach

## SOM Feedback Conversation Model

**Giver**  
Start the feedback with a specific goal or target in mind. It may be a goal identified by your peer or part of growth plan, or someone just asking for feedback.



**Receiver**  
Ask for feedback coming prepared with your self-assessment and your smart goals.

# A bi-directional conversational approach

## SOM Feedback Conversation Model



Self-Assessment of the goal  
-Ask the learner what their assessment of their performance is.



# A bi-directional conversational approach

## SOM Feedback Conversation Model



Provide your observations, both gaps and strengths. -State both gaps (1-2) and strengths, based on your observations. Use verbs describing what you saw as opposed to providing your assumptions and judgement statements.



# A bi-directional conversational approach

## SOM Feedback Conversation Model



- Coaching Plans or Next Steps and Follow-Up
  - A coaching plan can be as brief as one or two action items.
  - The key to a good plan is:
    - 1.) Ask the learner what they think they can do?
    - 2.) Provide actions with input and resources, if possible.
    - 3.) Agree on a follow-up plan.

