Learning from Learner Feedback: Algorithm and Take-Home Points

Facilitators: Emmanuelle Yecies, Brianna Rossiter, Jillian Kyle, and Melissa McNeil

Contact yeciese@upmc.edu for questions or use

---

1. *What type of feedback is this?*
2. *Positive, constructive negative, unconstructive negative?*
3. *Any triggers you can see being tripped in this scenario?*
4. *How can you process this to find something useful?*
5. *What kernel of truth can you learn from and change for next time?*

---

1. Identify the type of feedback you are getting

Types of feedback
- **Appreciation** — Motivation "I see you"
- **Coaching** — Improvement-driven, advice
- **Evaluation** — Assessment, Ranking, Rating

2. If evaluation, does it seem positive or negative? Does it seem constructive?

- **Positive** — Great! Smile and enjoy!
- **Constructive Negative** — The kernel of truth is obvious
- **Unconstructive Negative** — This evaluation doesn't feel helpful

3. If negative feedback, do you feel yourself getting defensive or uncomfortable with the content? Could one of the triggers be getting tripped by this evaluation?

- **Truth** — "This is wrong." "This is not me."
- **Relationship** — "You're the problem, not me."
- **Identity** — "I mess everything up."

4. How can you reframe this feedback?

- Acknowledge evaluation is not the same as appreciation
- Remember that evaluation is the interpretation of behaviors
- Perception ≠ intention

- Acknowledge evaluation is not the same as appreciation
- Find out more data if able
- Recognize then separate the relationship issues
- No switch-tracking!

- Prepare
- Separate the strands
- Contain the story
- Change your vantage point
- Accept what you cannot control
- Sort towards coaching

5. After some re-framing, can you find the kernel of truth?

- **Yes!**
- **No...** Consider asking a colleague or mentor OR consider that it may be a truly worthless evaluation

Adapted from "Thanks for the Feedback" by Douglas Stone and Sheila Heen