

# Family Medicine

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Example of the forms used for feedback collection and refinement, and for feedback delivery.

Initial data collection form (Raw feedback is collected first, then developed into the four NVC components)

| Raw (initial) feedback                | Describe the behavior ("When you")                       | Describe your reaction (feeling) | Describe the result of this reaction (need)      | Communicate a general rule (request)                              |
|---------------------------------------|----------------------------------------------------------|----------------------------------|--------------------------------------------------|-------------------------------------------------------------------|
| Is frantic; gets all "New York" on me | uses a high-volume, energetic, and fast pace of speaking | pressured, concerned, anxious    | not to have our anxiety and self-doubt escalated | speak quietly and more slowly when responding to our presentation |
|                                       |                                                          |                                  |                                                  |                                                                   |
|                                       |                                                          |                                  |                                                  |                                                                   |

Feedback form delivered to the preceptor (the initial feedback is removed, wording improved).

| When you:                                                | We feel:                          | We need:                                         | Please:                                                           |
|----------------------------------------------------------|-----------------------------------|--------------------------------------------------|-------------------------------------------------------------------|
| Use a high-volume, energetic, and fast pace of speaking, | pressured, concerned, and anxious | not to have our anxiety and self-doubt escalated | speak quietly and more slowly when responding to our presentation |
|                                                          |                                   |                                                  |                                                                   |
|                                                          |                                   |                                                  |                                                                   |

Cover note for email to accompany feedback to preceptor:

As you may know, Judy and I conduct sessions with each class to obtain feedback for

preceptors. As a group we use the nonviolent communication framework to formulate the feedback outlined below. This feedback only goes to you; it is not seen by anyone else and it is not used for any type of assessment. Judy and I are both on the leadership team of the residency but we are careful to keep these feedback discussions and reports separate from any discussions that may come up about preceptors. This "firewall" allows honest communication from residents and a safe environment for you to consider the feedback. Either Judy or I are available to talk about this feedback to help you process it and develop strategies, if you so choose, for change.