

# Requesting and Receiving Feedback

*"I never lose. I either win or learn." ~Nelson Mandela*

Part of being a student clinician is learning how to request and receive feedback. While we all *love* positive feedback, it is inevitable that you will be given suggestions that may feel like criticism. (Try *not* to take feedback as criticism! We know: that's a tall order!) Look at any feedback (positive or what feels like negative) as opportunities for growth.

## How to Request Feedback from Your Supervisor:

- Ask for feedback from your supervisor and schedule a time that works for both of you to discuss your progress and performance. For example, "As a student, I'm learning more every day. Can we schedule a time to discuss the things I'm doing well in addition to the things I need to improve upon?" This opens the door to even reluctant supervisors to give feedback.
- What therapies do you feel good about? Where do you feel you need improvement? Make a list, prior to meeting with your supervisor, and tell them which items you would like to specifically address.
- Think about your goal setting: What feedback do you need to facilitate your goals? For example, is time management hard for you? Are you having a difficult time managing your patients, documentation, and treatment goals? If so, this is a perfect time to ask your supervisor for feedback in this area.
- Keep a positive mindset! You are here to learn!

## How to Receive Feedback from Your Supervisor:

- Keep an open mind and practice active listening skills.
- Take notes on what your supervisor is telling you.
- Reflect back and summarize what you heard your supervisor say—check for understanding!
- If you do not understand the feedback, ask questions. For example, "Help me understand where I misstepped in demonstrating prolongations. Can you please show me again how to demonstrate that to patients? Can you give me a specific example of where I went wrong with X therapy?"
- Manage your emotions and do not get defensive.
- Reflect on the feedback. Make time to process what was said and ask yourself questions. Is the feedback consistent with other observations you have received? Do you agree with the feedback? (FYI—you will not always agree with the feedback—which is okay as long as you reflect on why you disagree with it.)
- Make an action plan for next steps.
- Follow up with your supervisor to review your skills again.
- Express gratitude.