## SFED Model of Feedback/Coaching

### Ask

**Self-Assessment**
- Allow learner time for reflection
- Allow learner to speak first
- Prompt for positives initially
- Balance positives and negatives

### Tell

**Feedback/Facts**
- Performance specific
- Descriptive
- Non-judgmental
- Timely
- Balance positive and negative comments
- Quiet Setting

### Encouragement

- Show confidence in the learner
- Should be given in a supportive tone
- Empathetic and understanding

### Ask & Agree

**Direction**
- Ask learner what they want to do to improve
- Give specific suggestions for improvement
- Challenge the learner to reach their potential
- Create an interactive partnership

### Steps for Providing Feedback

**Step 1:**
**Context:** Establish a partnership for learning in a private and confidential space

**Step 2:**
**Skills:** Open-ended higher-order questions; facilitated listening

**Step 3:**
Acknowledge Promoters & challenges to the learners’ success

**Step 4:**
Reflect, clarify, summarize; Promote self-directed learning & follow up

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"How did that go for you?"
"What was effective?"
"What do you think you would like to do differently?"

"This is what I saw that went well..."
"This is what I saw that needs improvement..."
"How would you try to improve...?"

"How can I support you"
"I have confidence that you will be successful with effort & time."

"Which would you like to try first?"
"Here are some suggestions you might try..."
"How can we check in...?"

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Note: these are available electronically for printing at [http://medicine.hofstra.edu/faculty/facdev/facdev_clinical_communitypreceptorteaching.html](http://medicine.hofstra.edu/faculty/facdev/facdev_clinical_communitypreceptorteaching.html)

Adapted from: Bell, Hershey – Encouragement: Giving “Heart” to Our Learners in a Competency-Based Education Model (Fam Med 2007;39(1):13-5). Supported by HRSA Grant. Contact Ellen Tattelman (etattelman@montefiore.org)
*Best Practice – Student Perspective
“Tells a Story” about the student...

*Best Practice – Faculty Perspective

Narrative Written Feedback

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