

South Temiskaming LEG Faculty Development Session

Time to toss the feedback sandwich! How to provide critical feedback that helps learners grow

Presented by: Dr. James Goertzen



CFIFW-01606-A

Wednesday, September 27, 2017

Time: 5:00 p.m. - 6:15 p.m.

HOW TO ATTEND

Face to Face

Lumber Barons House
Second Floor Conference Room
604 Brewster Street
Temiskaming Shores (Haileybury)

Parking and Entrance

605 Rorke Street
Temiskaming Shores (Haileybury)

5:00 p.m. - Registration

5:15 p.m. - Time to toss the feedback sandwich! How to provide critical feedback that helps learners grow

The sandwich approach to critical feedback is commonly employed in both medical education and business. Sandwiching critical feedback between two positive pieces of feedback has long been thought to help cushion the blow of these often difficult conversations. In truth, the feedback sandwich undermines the impact of positive feedback while simultaneously alienating the learner. Evidence-based feedback approaches from both business and coaching will be discussed and participants will be provided with strategies to spark both improvement and growth in their learners.

Learning Objectives

By the end of this session participants will:

1. Describe limits of physician self-assessment skills and rationale for critical feedback to improve performance.
2. Demonstrate the role of the grow mindset in optimizing the feedback dialogue.
3. Employ multiple strategies for giving and receiving critical feedback.

6:30 p.m. - Dinner - Cafe Meteor Bistro

485 Ferguson Avenue
Temiskaming Shores (Haileybury)

PRESENTER

James Goertzen MD, MCISc, CCFP, FCFP, is Professor of Family Medicine and Assistant Dean of CEPD at Northern Ontario School of Medicine. Dr. Goertzen has directed rural postgraduate family medicine programs in Manitoba and Northwestern Ontario. His educational training includes a Family Medicine Residency, Master of Clinical Science in Family Medicine, visiting senior lecturer at Monash University Centre for Rural Health in Australia, and graduate of the Ontario Medical Association Physician Leadership Development Program.

Dr. Goertzen received the 2013 Ian McWhinney Family Medicine Education Award (College of Family Physicians of Canada) as an outstanding family medicine teacher who has made innovative contributions in Canada. He was also awarded the 2016 Association of Faculties of Medicine of Canada Award for Outstanding Contributions to Faculty Development in Canada. Dr. Goertzen is a recipient of a 2017 AMS Phoenix Fellowship and his work is titled *Developing Northern Ontario Compassionate Physician Leaders: A Pathway to Compassionate Care*.

This Group Learning program meets the certification criteria of the College of Family Physicians of Canada and has been certified by the Continuing Education and Professional Development Office at the Northern Ontario School of Medicine for up to 1.0 Mainpro+ credits.

Claiming your credits: Please submit your credits for this activity online at www.cfpc.ca/login. Please retain proof of your participation for six (6) years in case you are selected to participate in credit validation or auditing.

This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada, and approved by the Continuing Education and Professional Development Office at the Northern Ontario School of Medicine. You may claim a maximum of 1.0 hours (credits are automatically calculated).



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