



# INSTRUCTIVE FEEDBACK

## Text Button A

### LEARNING OBJECTIVES

After working through this program, you should be able to:

- Identify barriers to honest, productive communication
- Describe the common traps of the evaluation process and enumerate ways to avoid them
- Name the five stages of a learner's reaction to critical or instructive feedback
- List strategies to deal with these reactions
- Explain the paradoxical statement: if the interaction with the learner went smoothly, then it did NOT go well