

# LEARNER'S PERSPECTIVE: RECEIVING & RESPONDING TO FEEDBACK WITH ASK-TELL-ASK



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TIP SHEET

Feedback accelerates learning during medical school, residency, and independent practice. Although feedback can sometimes be challenging, specific strategies can improve feedback conversations between learners and mentors. Feedback can be seen as information sharing between trusting allies (learner and mentor). Improving feedback giving and receiving skills contributes to an effective two-way conversation.



**Ask-Tell-Ask** is a learner-centered feedback approach featuring a bidirectional exchange of information between the learner and the preceptor. The tips below will help prepare you to engage in the collaborative Ask-Tell-Ask Feedback process and maximize the benefits of this approach.

## Step 1: Ask

### Preceptor's Role:

They may ask you for a self-assessment and to identify areas of your performance that went well and areas that could be improved.

### Tips to Prepare and Respond

- Practice self-assessment skills. Break down a larger task into smaller parts to identify specific areas for improvement.
- Consider your performance in the context of your broader learning goals. What have you been trying to work on? How well are you doing?

## Step 2: Tell

### Preceptor's Role:

They will provide their opinion on your performance. They may reinforce what you did well and identify an area for improvement.

### Tips to Prepare and Respond

- Try to think of critical feedback as an opportunity for growth and development. Remember that everyone, regardless of career stage, benefits from feedback.
- Effective listening is a powerful skill. Avoid taking feedback personally or getting defensive. Focus on the task.

## Step 3: Ask

### Preceptor's Role:

They may ask if you understand their feedback and/or ask you to develop a plan to improve your performance.

### Tips to Prepare and Respond

- Ask specific questions to clarify your understanding.
- Develop a plan to improve your performance (specific reading, seeing another patient relevant to the feedback or practicing a skill).
- Plan to follow-up with your preceptor.
- Make notes of key feedback points to refer back to.

