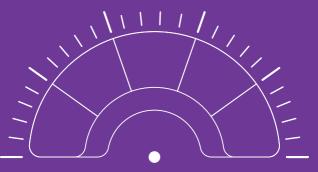


STRUCTURES FOR

# Giving Feedback



A leaflet for healthcare staff

Making conversations easier





#### Clickable contents

### Giving Feedback

Your approach

CORBS model (general principles)

Learning to CUSS

Two challenge rule

DESC it

Situational Behaviour Impact (SBI)

Cup of Coffee Conversation (CCC)

#### Note:

There are many different models for giving feedback, some are shown here on this skills card. The Calgary-Cambridge Guide is the preferred communication skills framework in the HSE. It may help to think of communication skills as tools in a toolbox, to be applied as and when needed in many different types of healthcare conversation.

Download the Calgary-Cambridge Guide here



Brings you back to contents





### **Giving Feedback**

### Your approach

 Competitive (crisis/imminent risk)
Learning to CUSS

Two challenge rule

2. Collaborative (concern for ongoing relationship)

DESC-it

Situation Behaviour Impact (SBI)

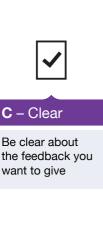
Cup of Coffee Conversation (CCC)





### **Giving Feedback**

### **CORBS** model (general principles)



Use 'I' statements

O – Owned



R - Regular

Threaded throughout the year

A range of feedback given







**S** – Specific

Relate to specific behaviours or events



### **Giving Feedback**

### Learning to CUSS

### Competitive

### C I am Concerned

I'm concerned about this patient being discharged so soon. He seems very weak and unsteady.

### U I am Uncomfortable

I'm uncomfortable with him going home in this condition.

## S This is a Safety issue

This is a safety issue. He lives alone, and I'm afraid he might fall or be unable to care for himself properly.

### **S** STOP



### **Giving Feedback**

### Two challenge rule

### Competitive

- The first challenge should be in the form of a question... "do you need a pair of gloves?"
- This concern may be expressed a second time... "we are trying to stay as aseptic as possible during this procedure, please stop before you go any further and I will get you some gloves"

It is your responsibility to assertively voice concern at least two times to ensure that it has been heard

### Giving Feedback

### **DESC** it

#### Collaborative

- Describe the specific situation or behavior
- Express how the situation makes you feel/what your concerns are
- Suggest other alternatives and seek agreement
- C Consequences should be stated in terms of impact on the person or patient and established team goals



### **Giving Feedback**

### Situational Behaviour Impact (SBI)

#### Collaborative



#### The when/where

Be as specific as you can

#### What did you see?

Describe without judgement

What did the behaviour cause? Make the experience internal to individual



### **Giving Feedback**

### **Cup of Coffee Conversation (CCC)**

#### Collaborative

Step 1: Describe the behaviour

Step 2: State your concerns

Step 3: Invite a response

Step 4: Conclude



