

## Feedback and Assessment (Steps 7 and 8)

This document elaborates on Steps 7 and 8 of the nine steps to effective training, feedback and assessment.

Step 7: Provide feedback to the learners on how they did during the survey.

In a training situation, *feedback* is seen as information given to one or more people regarding their performance, behavior, or attitude during a class exercise or test. This may be in the form of a discussion, practice quizzes, games, role-plays, or demonstrations. All of these give vital information to both the surveyor and preceptor about what is being taught and what is being learned.

It is preferable have 2-way feedback. The preceptor should obtain feedback from all participants, whether orally, in writing, or even by a show of hands. In many cases, it is good to ask for questions and feedback immediately after presenting a many-step procedure or difficult concept. For a surveyor, it is most useful to receive immediate feedback from either the preceptor and/or fellow surveyors.

Step 8: Assess the learners' knowledge or performance.

*Assessment* is often used together with *debriefing* which includes an analysis of the training event by the participants and includes 2-way *feedback* by the preceptor and the surveyors. The processing of the information or the experience can be useful in organizing concepts or principles. It can be general, or it can be personal when acquiring new skills or insights.

Assessment can also be a time for *evaluation*, which is a critical part of every training experience. For the surveyor, the primary question is, "Did I learn new information, skills, or attitudes that were outlined in the course objectives and that will help me in my job?" For the preceptor, there are other questions such as, "Are there specific ways in which I can measure what has been learned?" and, "In reviewing this training, what areas or activities might be added or deleted in order to better present or reinforce the course objectives?"