

## Giving and Receiving Feedback Checklist

### *Tips for Giving Feedback:*

1. **Be Specific:** Provide concrete examples of what the person did well or areas where they can improve.
2. **Be Timely:** Give feedback as soon as possible after the event or behavior you're addressing.
3. **Use "I" Statements:** Focus on your own observations and feelings (e.g., "I noticed that...").
4. **Balance Positive and Constructive Feedback:** Start with what they did well before moving to areas for improvement.
5. **Be Constructive:** Offer suggestions for improvement rather than just pointing out what went wrong.

### *Tips for Receiving Feedback:*

1. **Listen Actively:** Pay attention and avoid interrupting.
2. **Be Open-Minded:** Consider the feedback as an opportunity to learn and grow.
3. **Ask Clarifying Questions:** If something isn't clear, ask for more details.
4. **Avoid Defensiveness:** Try not to take feedback personally; focus on the content, not the delivery.
5. **Thank the Feedback Giver:** Show appreciation for their time and input, regardless of the feedback.

### *How to Use This Checklist:*

- Refer to this checklist before giving or receiving feedback to ensure a constructive and effective exchange.
- Practice these tips regularly to improve your feedback skills.



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## Reflection Journal Template

**[Practice Name] Reflection Journal**

**Date:** [Insert Date]

**1. Describe a recent communication challenge you faced.**

- [Reflect on a specific situation and the communication strategies you used.]

**2. What did you do well in this situation?**

- [Highlight the aspects of your communication that were effective.]

**3. What could you have done differently?**

- [Identify any areas where you could have improved your communication approach.]

**4. What will you do differently next time?**

- [Plan how you will handle similar situations in the future to improve your communication.]

**5. Additional Thoughts or Insights**

- [Any other reflections or insights about your communication skills.]

**How to Use This Journal:**

- Use this journal to regularly reflect on your communication experiences.
- Review your entries periodically to track your progress and identify patterns.

## Role-Playing Scenarios for Practicing Communication Skills

### **Scenario 1: Resolving Team Conflict**

- **Situation:** A senior dentist and a dental hygienist disagree about treatment plans. The dentist feels the hygienist is overstepping, while the hygienist believes their input is valuable.
- **Objective:** Mediate the conflict using active listening and empathy, ensuring both parties feel heard and respected.

### **Scenario 2: Navigating a Difficult Conversation with a Patient**

- **Situation:** A long-term patient expresses dissatisfaction with recent care, mentioning long wait times and feeling rushed.
- **Objective:** Address the patient's concerns empathetically while maintaining a positive relationship and finding a constructive solution.

### **Scenario 3: Leading Through Change**

- **Situation:** Your practice is implementing a new electronic health record system, and some team members are resistant to the change.
- **Objective:** Communicate the benefits of the change clearly, address concerns empathetically, and involve the team in the transition process.

### **Instructions for Role-Playing:**

1. Pair up or form small groups.
2. Assign roles and read through your scenario.
3. Role-play the scenario for 5-10 minutes, focusing on using the communication strategies discussed.
4. Switch roles and repeat the exercise.
5. Discuss what worked well and areas for improvement after each role-play

## Communication Strategies for Dental Leaders

### 1. Active Listening

- Truly listen to understand, not just to respond.
- Summarize what you've heard to confirm understanding.
- Ask open-ended questions to gather more information.

### 2. Empathy and Emotional Intelligence

- Recognize and acknowledge others' emotions.
- Show understanding and offer support when needed.
- Manage your own emotions to remain calm and effective under pressure.

### 3. Clarity and Conciseness

- Be clear about your message; avoid jargon unless necessary.
- Keep your communication concise to maintain attention and prevent misunderstandings.
- Use simple language that everyone can understand.

### 4. Assertiveness without Aggressiveness

- Express your ideas and opinions confidently and respectfully.
- Stand firm on important issues without being domineering.
- Respect others' viewpoints even when they differ from yours.

### 5. Adaptability and Flexibility

- Tailor your communication style to your audience and situation.
- Be open to feedback and willing to change your approach if necessary.
- Understand that different situations may require different communication techniques.

### How to Use This Guide:

- Review these strategies regularly to reinforce your understanding.
- Practice these skills in daily interactions to improve your communication effectiveness.