How to: Give helpful feedback in experiential learning			
Unhelpful feedback	*Reason*	*Helpful feedback*	*Reason*
'Your body language wasn't very good at the start'	Judgemental	'At the beginning you were looking at the computer screen records and not at the patient as she started to tell her story'	Descriptive, detailed, behavioural
'You weren't very empathic'	Non-specific	'You didn't acknowledge the problems she has dealing with her husband's illness'	Identifies specific problem
'You're very abrupt'	Personality issue	'You interrupted a lot, for example…'(give specific points in consultation)	Behavioural, specific
'I think it would be better if you did it this way'	Advice	'Have you thought about trying it like this?'	Generating alternatives
'I don't think you heard everything with your hearing problem'	Hearing problem not resolvable in this situation	'You have always discussed your hearing problem with us. Was there any point at which you thought it was affecting the consultation?'	Supportive, possibly can be changed by altering environment
'You didn't notice how upset she was'	Judgemental	'At one point she was looking down and appeared upset. You quickly continued by asking her direct questions about her medication and she never returned to the problem of what was upsetting her. Did you notice that?'	Descriptive, non-judgemental, specific
'It was really good'	Non-specific	'At the start you asked an open question and then allowed her to tell her story. You left silences so that she continued in her own words'	Positive, specific, descriptive