

Facilitator Pocket Card

Real-Time Feedback

Small Teaching Moments Throughout the Day

1. Observe

- a. Notice a specific behavior during a client interaction, case discussion, or team activity.

2. Give timely feedback

- a. Describe what you observed, why it matters, and what the student could continue or change.

3. Create an opportunity to apply it

- a. Identify one thing the student can try during their next interaction.

4. Debrief the bigger picture

- a. Use group debriefing to explore clinical reasoning, teamwork, client communication, and progress.

Remember

Be specific. Be direct. Be timely. Make feedback actionable.

Real-Time Feedback

What Can I Say?

Quick prompts for everyday teaching moments

Reinforce what worked

"When you ___, it helped because ___."

Example: "When you summarized the client's concerns, it helped clarify what mattered most to them."

Guide improvement

"I noticed ___. Next time, try ___."

Example: "I noticed you asked several questions before giving the client a chance to respond. Next time, try asking one question at a time and allowing them to finish before moving on."

Invite reflection

"How do you think that went?"

"What would you do differently next time?"

Follow up

"What did you try differently?"

"What changed as a result?"

A useful reminder

Feedback should describe a behavior, explain its impact, and help the learner identify a next step.