

Feedback Culture

Definition: Feedback culture is the shared organizational habit of giving, receiving, and responding to feedback as a regular, constructive, and respectful part of teamwork.

Core Characteristics

- **Regularity:** Feedback is frequent and normalized.
- **Bidirectionality:** It flows up, down, and laterally across the team.
- **Constructiveness:** Focused on growth, not blame.
- **Psychological safety:** Team members feel safe to speak honestly.
- **Follow-through:** Feedback results in actions or reflective change.

Importance in Healthcare

- Encourages reporting of concerns and near-misses.
- Supports professional growth across all roles.
- Builds a culture of continuous learning.
- Reduces frustration and burnout through proactive communication.

Example

A medical resident receives respectful suggestions after presenting a case. In turn, they feel confident to offer feedback on team workflows. This strengthens performance and mutual respect.

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