

TABLE 4.1 Feedback Delivery: Pendleton Model¹

Step	Sample Question
1. Ask if they would like some feedback	“Would you mind if I give you some feedback?”
2. Ask them what went well	“What do you think went well?”
3. Acknowledge their successes then also point out other things you saw them do well	“What I thought you did well was...”
4. Ask them what they would do differently	“Is there anything you would do differently?”
5. Acknowledge their ideas then add to those ideas	“What I might have tried differently was...”

1 Hardavella G, Aamli-Gagnat A, Saad N, Rousalova I, Sreter KB. How to give and receive feedback effectively. *Breathe (Sheff)* 2017;13(4):327–33.

The 2023 AAHA Mentoring Guidelines are available at aaha.org/mentoring.

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