

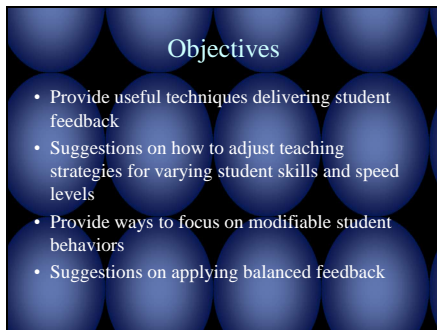
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Role Model

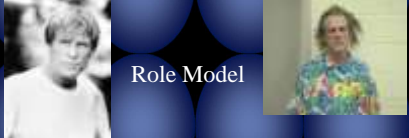
Personal attributes of effective clinical teachers

- Sense of teacher identity
- Enthusiasm for & enjoyment of teaching
- Good communication skills (listening & speaking)
- Balance personal perspective of teaching & personal values
- Credibility to learners

Molodysky

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Role Model



- Students emulate teachers
- Actions speak louder than words
- Can direct positively or negatively

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Useful Techniques for Feedback

Model what you're preaching 

 Guide students to the + role models that provide encouragement

Use appropriate gestures & body language 

Give clearly defined expectations – be specific

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Be Careful of These Techniques

 compare students 

 correct students too soon

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More Useful Techniques


Find teaching moments 

 Keep it honest 

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Adjusting Strategies for Students

The obvious – don't let students leave early, read or study – put their time to something useful, practice on weak areas



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Adjust Away !

Give them a task – they want it!
Really



Remember: learning styles & personalities





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Another Strategy Idea

Find out *where* a student is & build from that point

- Terminology: RPO, LAO, PA, etc.
- Equipment manipulation
- Exam progression



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More Strategies

Don't expect speed – this comes last




BUT....this is usually a good area to mention for improvement



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Last of the Strategies

Don't rush students. . .
allow for self-reflection



Repetition helps with retention and speed




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Ways to Modify Student Behaviors

Catch it when it happens

- Requires direct supervision
- Staying engaged all the time
- Knowing student differences



Focus on one thing




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More Ways to Modify Behaviors

Keep correcting it until it's modified

Model it

Make a game of it




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Feedback

Feedback – if it's not there it's assumed it's ok

No feedback = no growth

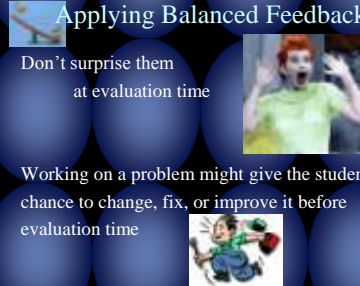


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Applying Balanced Feedback

Don't surprise them at evaluation time


Working on a problem might give the student a chance to change, fix, or improve it before evaluation time



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Balanced Feedback

- Praise them when they get it
- Praise the small accomplishments
- Praise is a confidence builder
- Thank them at the end of the day
- Try to balance the good feedback with the bad – but, keep it honest
- Use humor
- Tell a story



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The “Old” Feedback Sandwich



Praise
Criticism
Praise

Dr. Lyuba Konopasek

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The “New” Feedback Sandwich



Ask
Tell
Ask

Much more palatable

Adaptation of “The New Feedback Sandwich,” common in patient-physician communication literature, adapted by Lyuba Konopasek, MD, for use in medical resident feedback settings.

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Balanced Feedback

Ask how *they* think *they* did (self-reflection)

Safe environment

Keep it motivating

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Traps to avoid:

- “when I was a student”
- Shifting responsibility to you
- “well Judy can", keep it about them

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Feedback... it's important

- Learning is not complete without feedback
- Students who receive regular feedback feel a greater sense of independence in patient care and increased satisfaction with clinical experience
- Students who receive feedback show growth, improvement, and increased confidence

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Rationale for Giving Feedback in Medical Education


Without feedback, mistakes go uncorrected, good performance is not reinforced, and clinical competence is achieved empirically or, not at all.



Ende, J., Feedback in Clinical Medical Education. *AMA* 1983;250:777-781

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Learning Pyramid



Learning Method	Percentage
Lecture	5%
Reading	10%
Audio-visual	20%
Discussion group	50%
Practice by doing	75%
Teach back / immediate use of learning	90%

National Training Laboratories, Bethel, Maine

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Similarities

- PATIENCE
- CONSTANT COMMUNICATION
- COMMITMENT



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Today's Goals

- Identified useful techniques for feedback
- Identified methods to adjust strategies for the variety of skill & speed level of the student



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Today's Goals (continued)

- Identified ways to focus on behaviors that are modifiable
- Identified ways of applying balanced feedback
 - Sandwich
 - Avoid traps
 - Learning pyramid



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When it all comes together

From the Brazilian Music Institute in Gainesville, Florida, May 23, 2009

<http://www.youtube.com/watch?v=CcsSPzr7ays>

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Questions or Comments

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