Lights! Camera! Feedback! Video-Based Coaching to Improve Teaching and Communication Skills (TH345)

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Objectives

- Analyze a brief simulated coaching session that integrates video of the learner asynchronously.
- Describe an organized approach to receiving feedback on one's teaching and communication skills using the Douglas Stone and Sheila Heen model.

Feedback is an essential part of the learning cycle at all stages of development for clinicians and academicians. Unfortunately, for most of us direct observation and formative feedback of our clinical work or teaching rarely occurs after our training is complete. This limits our ability to continuously improve our skills as we progress through our careers. Instead our skills can stagnate, and we are at risk of getting stuck in old habits, whether or not they are the most effective.

Time—and the cost of that time—is one of the major challenges in obtaining feedback on directly observed teaching and clinical encounters. Arranging for a colleague or mentor to observe one's teaching or clinical work means that he or she must take time out of his or her busy day to come where you are and watch you. After that, you must designate a meeting time to discuss his or her observations and receive the feedback. And that is only stage one! Upon receiving feedback, one must decide how to integrate it, considering how it aligns with one's self-assessment and, consequently, whether one wants to change. While there are many models to give feedback, far fewer exist on how to receive feedback.

In this workshop, we will discuss solutions to all of these barriers: How can we have people we respect and trust observe us and give us feedback? And how do we integrate that feedback into our ongoing work and professional growth? To achieve this, we will first discuss Web-based models for coaching and obtaining feedback. These models have been used to give frequent, rapid-cycle feedback to teachers. Second, we will present a model by Douglas Stone and Sheila Heen from the Harvard Law/Negotiation Project on how to seek and receive feedback.