

COMMUNICATION STRATEGIES for Preceptors

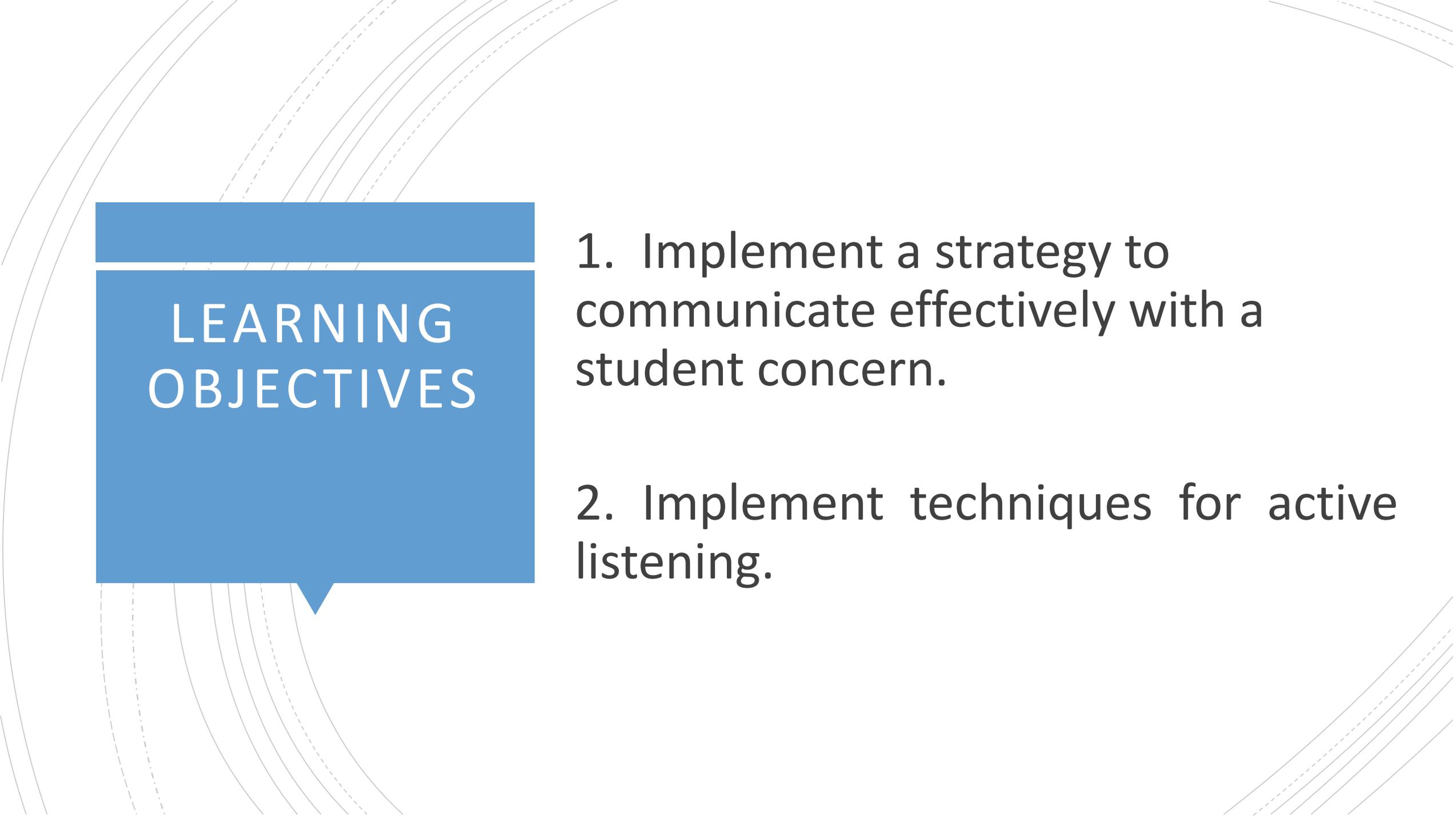
Presented by: Colorado Center for Nursing Excellence

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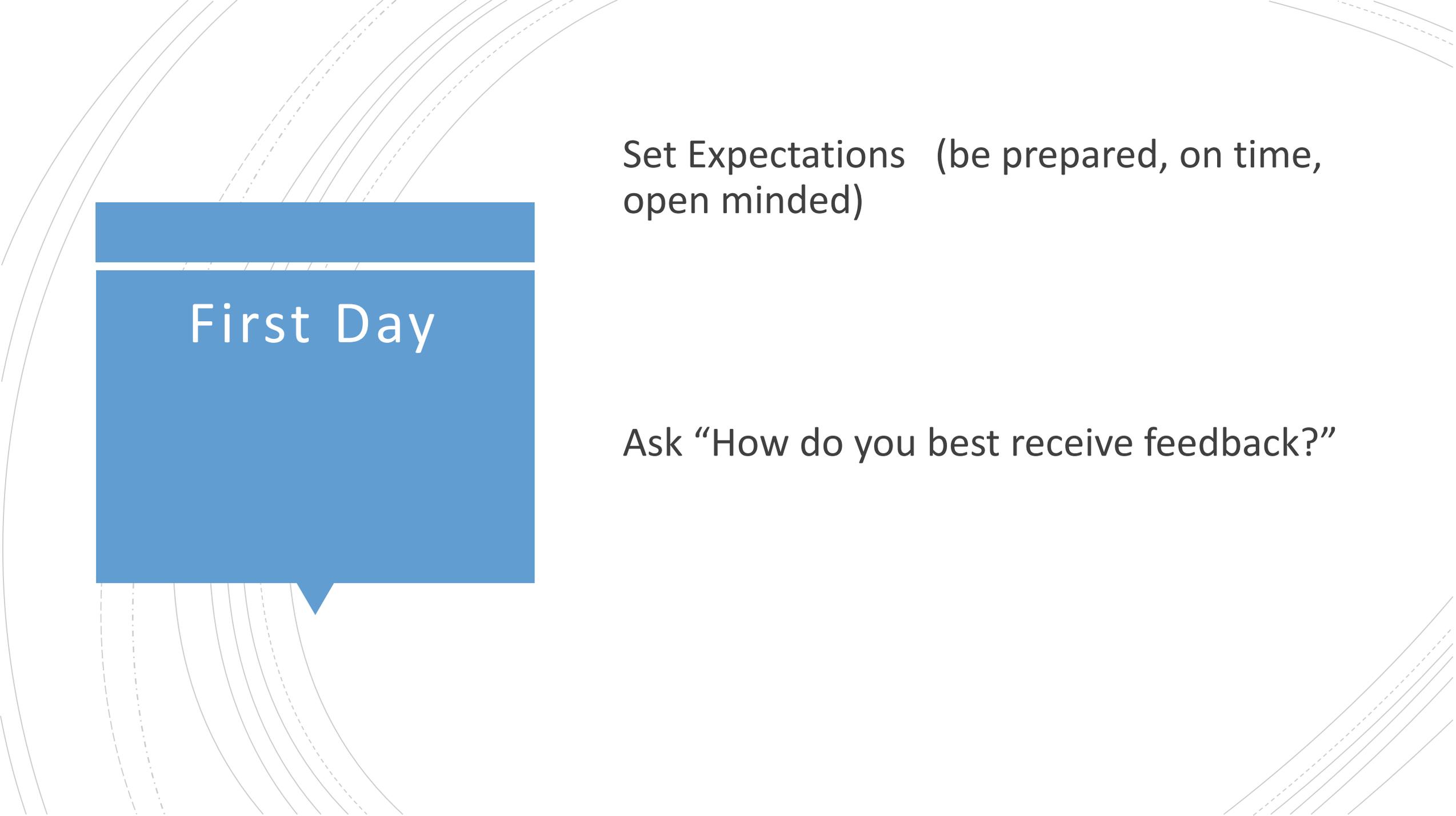
February 6, 2020



The background features several concentric, curved lines in shades of gray, some solid and some dashed, creating a sense of motion and depth. A blue speech bubble shape is positioned on the left side, containing the text 'LEARNING OBJECTIVES'.

LEARNING OBJECTIVES

1. Implement a strategy to communicate effectively with a student concern.
2. Implement techniques for active listening.



First Day

Set Expectations (be prepared, on time, open minded)

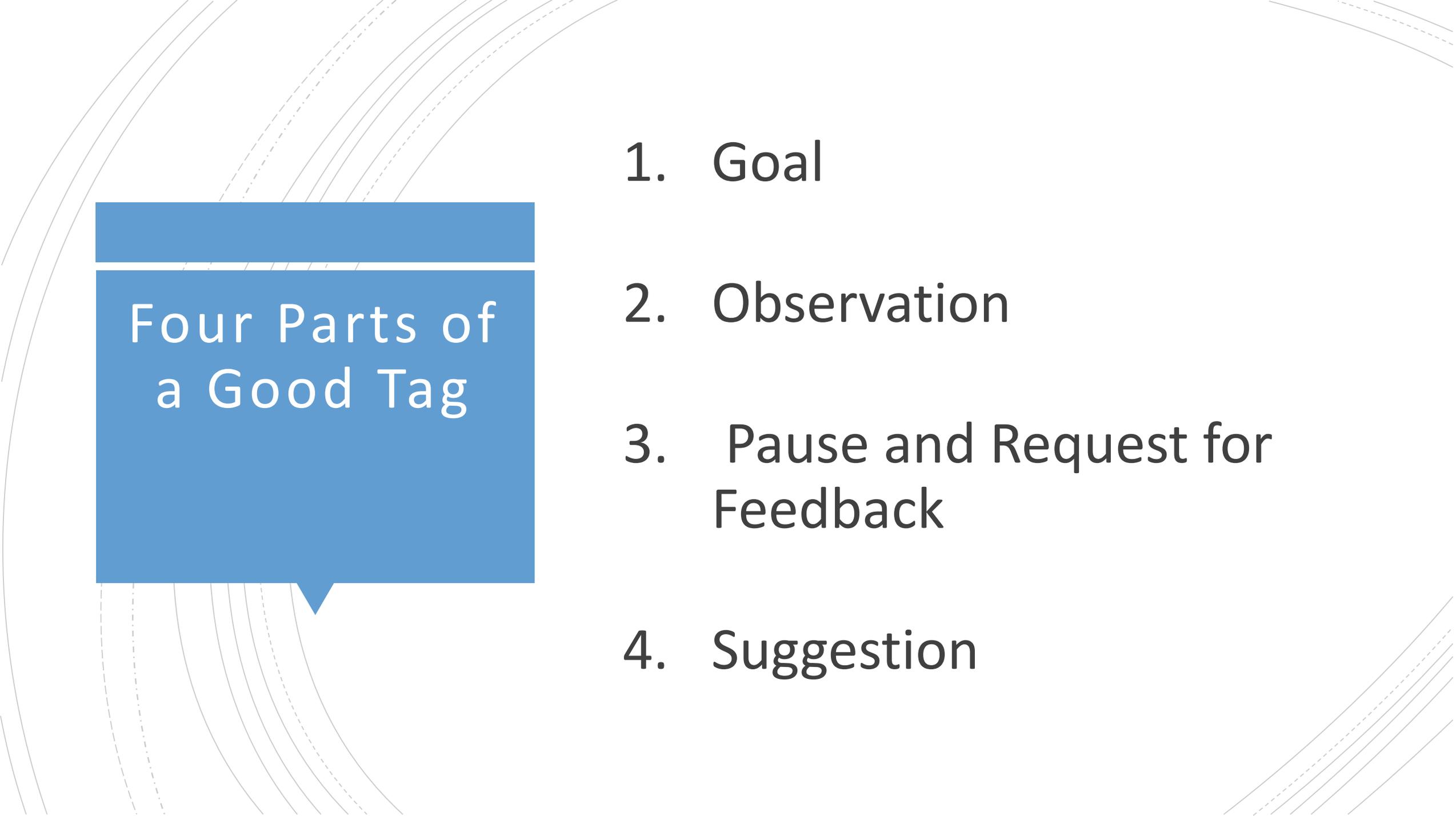
Ask “How do you best receive feedback?”



Tagging

When you raise an issue to a more conscious level, point to it, or call attention of others, you are tagging it.”

Reference: Carl Larson, PhD –
Negotiator



Four Parts of a Good Tag

1. Goal
2. Observation
3. Pause and Request for Feedback
4. Suggestion



Goal

A solution-focused statement of what you want and why it is important.

Ex. “I want to talk you about being late for clinical. It is important to be here on time before we start seeing patients.”

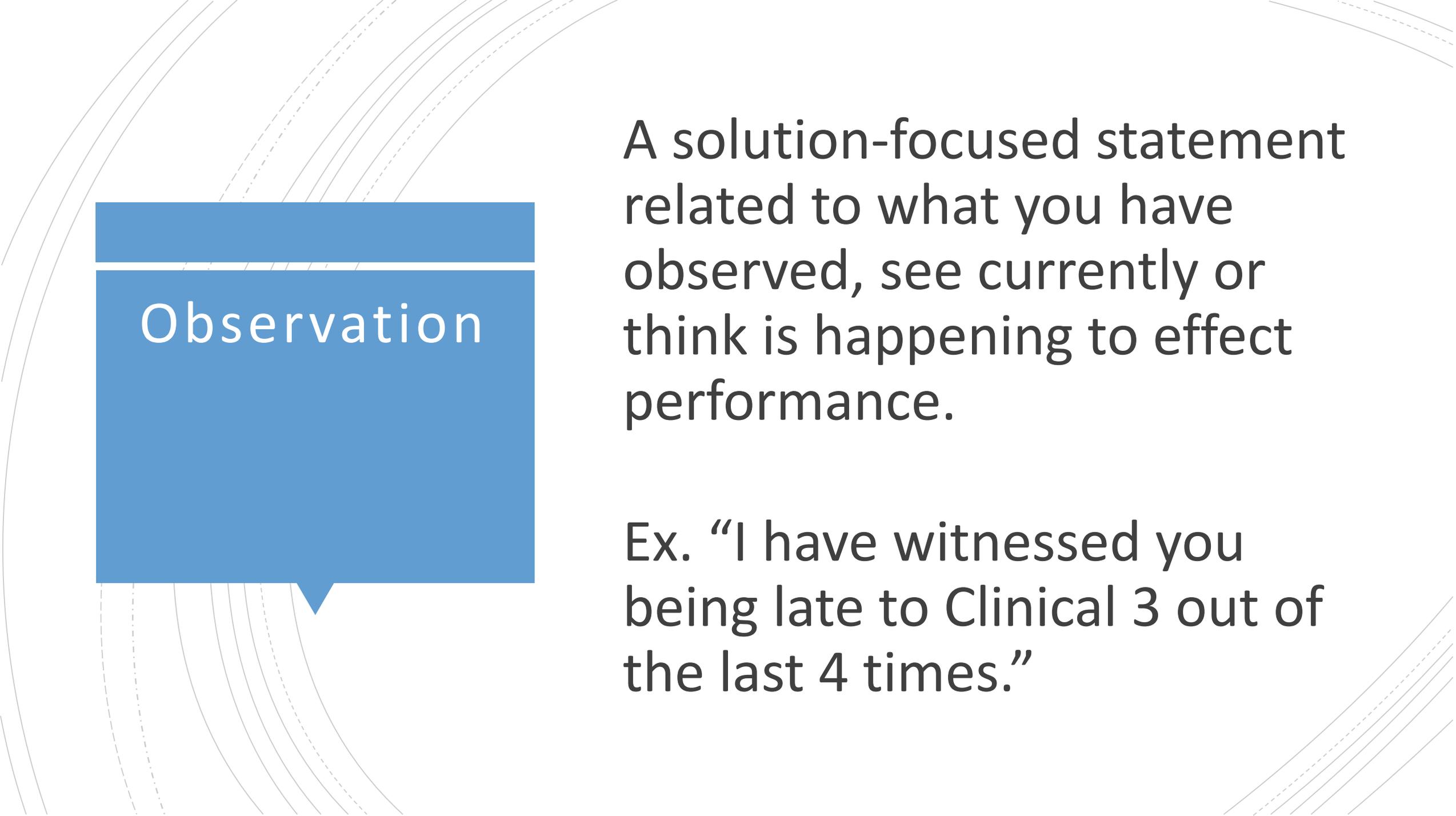


Bury



Dancing around

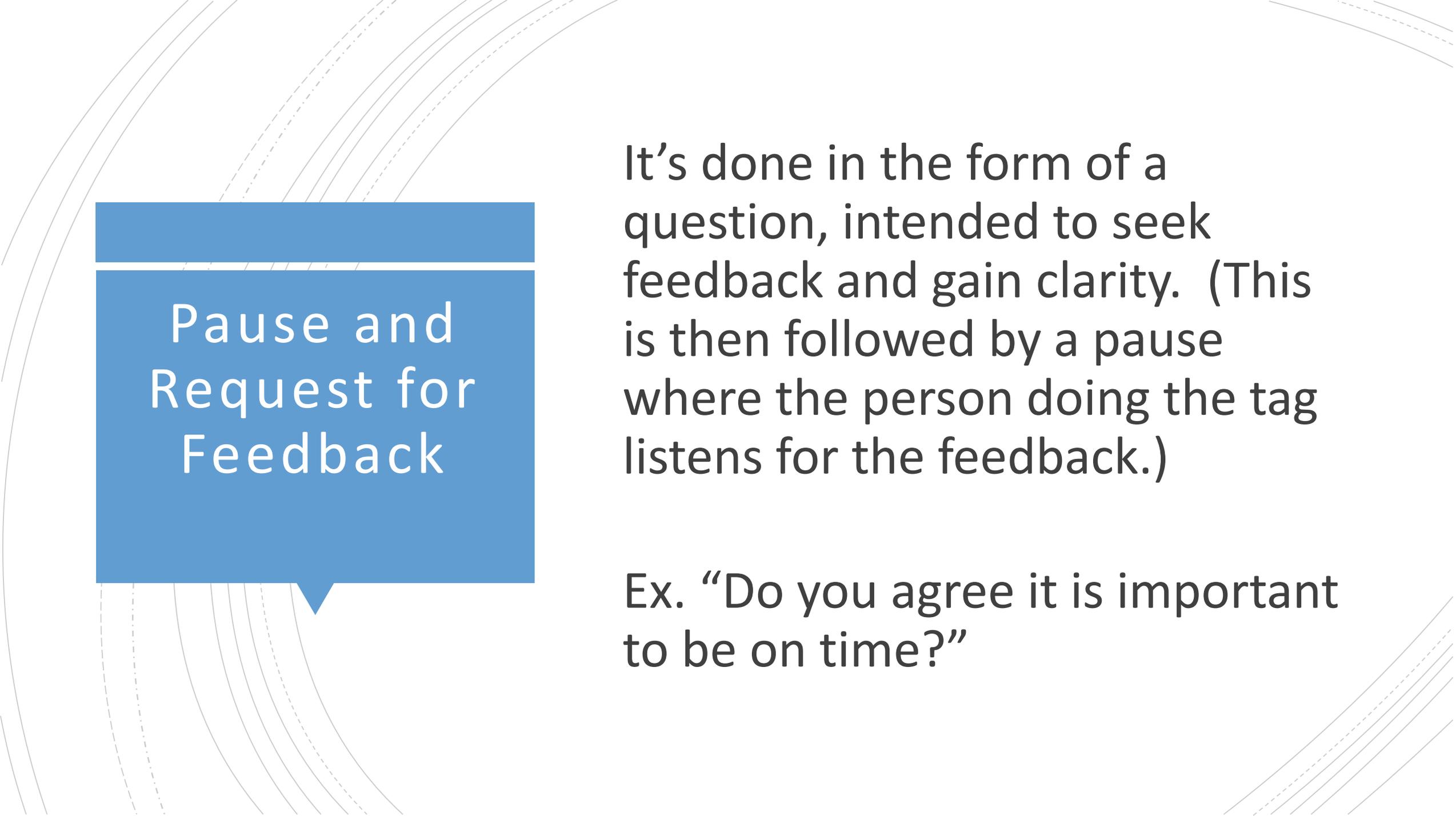




Observation

A solution-focused statement related to what you have observed, see currently or think is happening to effect performance.

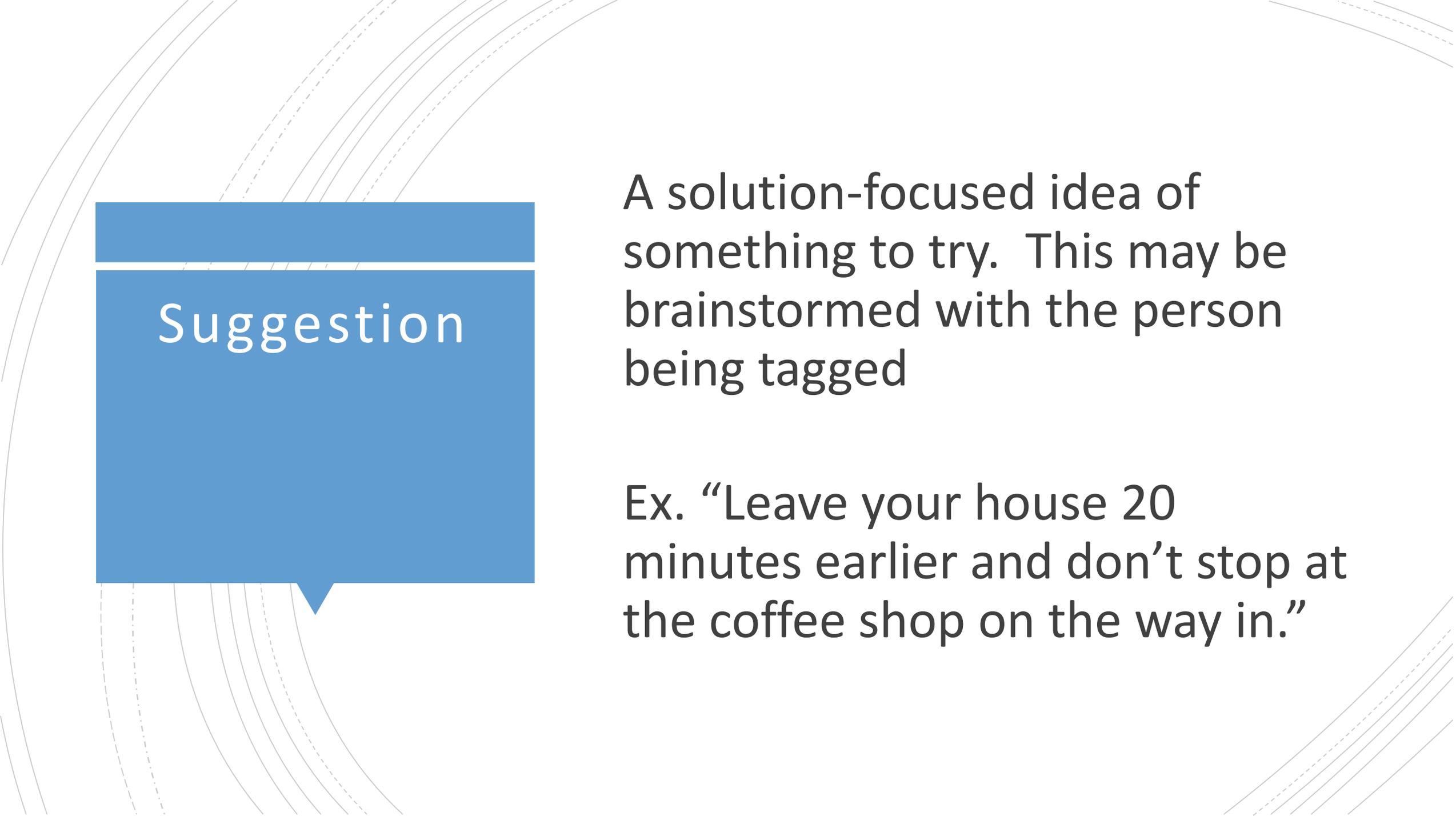
Ex. “I have witnessed you being late to Clinical 3 out of the last 4 times.”

A blue callout box with a white border and a small tail pointing downwards, containing the text 'Pause and Request for Feedback'. The background features several thin, curved lines in shades of blue and grey, some solid and some dashed, creating a sense of motion or flow.

Pause and Request for Feedback

It's done in the form of a question, intended to seek feedback and gain clarity. (This is then followed by a pause where the person doing the tag listens for the feedback.)

Ex. "Do you agree it is important to be on time?"



Suggestion

A solution-focused idea of something to try. This may be brainstormed with the person being tagged

Ex. “Leave your house 20 minutes earlier and don’t stop at the coffee shop on the way in.”



Practice - Tag your student

1. Goal
2. Observation
3. Pause and Request for Feedback
4. Suggestion



DEBRIEF

CONTACT INFORMATION

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