

# COMMUNICATION STRATEGIES for Preceptors

Presented by: Colorado Center for Nursing Excellence

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The background of the slide features several thin, curved lines in a light gray color, some solid and some dashed, creating a modern, abstract design. On the left side, there is a blue graphic element consisting of a horizontal bar at the top and a larger rectangular box below it with a small triangular pointer at the bottom center. The text 'LEARNING OBJECTIVES' is written in white, uppercase letters inside the larger blue box.

## LEARNING OBJECTIVES

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

The background features several thin, curved lines in shades of gray, some solid and some dashed, creating a sense of motion or a stylized globe. A blue speech bubble is positioned on the left side of the slide.

## 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

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## 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



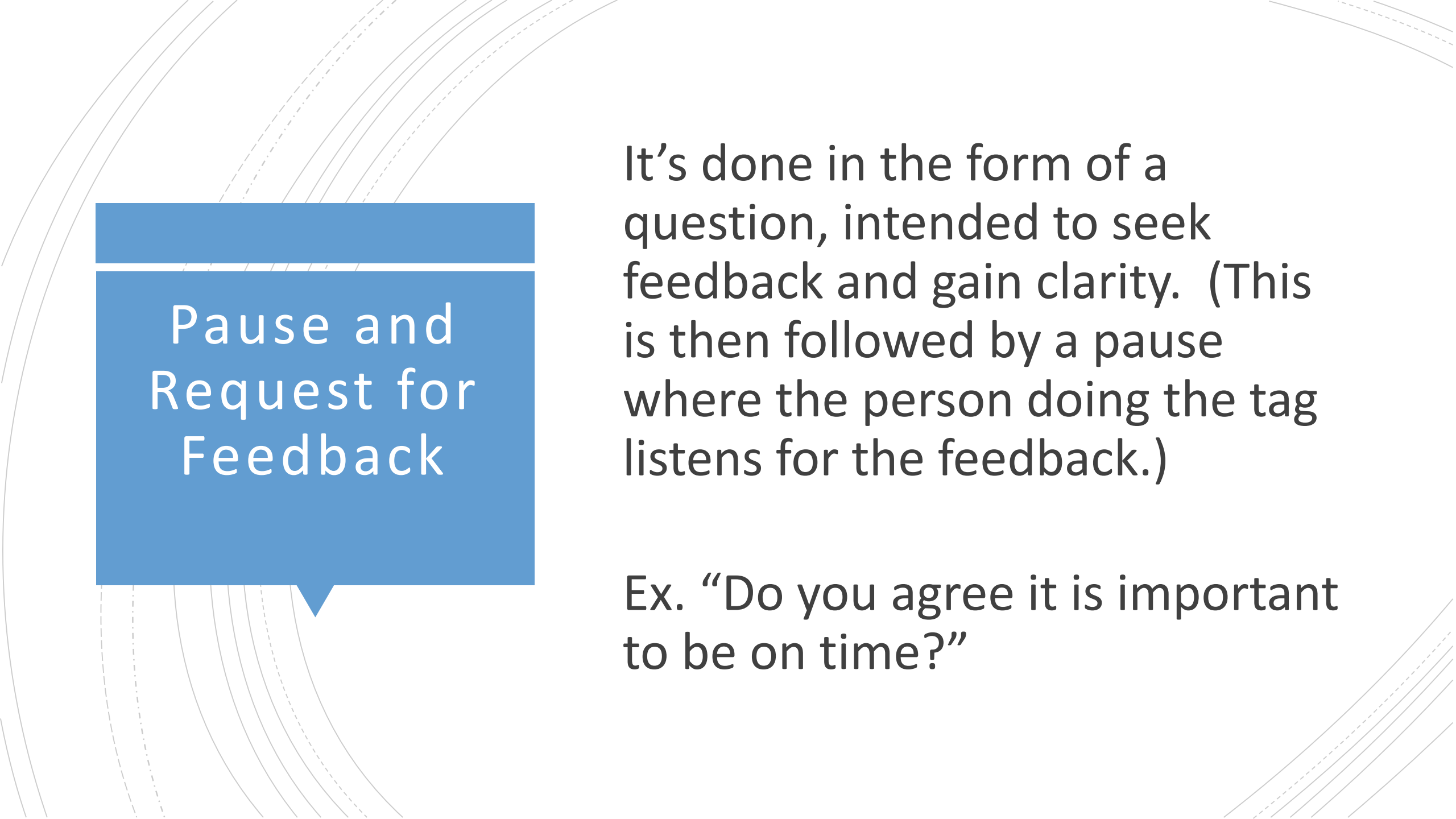
The background of the slide features a series of thin, curved lines in shades of gray, creating a sense of motion and depth. On the left side, there is a blue speech bubble graphic with a white border. The word "Observation" is written in white, sans-serif font inside the bubble.

## 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.”



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## 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?"

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## 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



# CONTACT INFORMATION

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