

Topic 2 – Setting the Stage for Success: through opening/early conversations

Title page:

Text: Setting the Stage for Success: through opening conversations

Intro:

Text: An Opening Conversation

Narrator

A preceptor and an intern are just about to have one of these opening conversations, let's listen in

Slide to give context: *Day 1 of Nutrition Care 2 Placement*

Scene 1: First conversation (preceptor and intern)

Intern going from management to nutrition care 2

Preceptor

Hi! You must be _____.

I'm ____ and I'll be your preceptor for this placement.

It's nice to actually meet you.

We don't have tons of time because we've got a lot to do today, so let's quickly review your goals and jump right in.

Intern

Okay. My last placement was management. One of my goals is to work on juggling several tasks at once without feeling overwhelmed.

prioritization (goal is prioritization without actually saying it)

Preceptor

Okay. That sounds like a goal that's a bit more management-focused, but I think we can work with it.

Before we get started, do you have any questions?

Intern

I'm curious what the daily schedule is?

Preceptor

Well the days are really busy, but don't worry, you'll get the hang of it.

Let's get started!

Scene 2: Reflections

Intern and preceptor sitting on a couch (or similar) individually to give reflections (like in modern family)

Narrator

Let's see how the intern and preceptor each felt after that conversation

Intern Reflection

My preceptor seems really positive and supportive.

I'm glad she asked me about my goals, but she said this placement would be really busy, which makes me nervous.

I'm not sure what is expected of me...

Preceptor reflection

I think that conversation went well.

I was trying to be friendly and use open body language.

We went over goals and I was upfront about how busy this placement will get, so that she can prepare.

Scene 3: An opening conversation, take 2

SLIDE: An Opening Conversation (Take 2)

Narrator

Let's have a look at this conversation done a different way.

Intern going from management to nutrition care 2

Preceptor

Hi you must be _____.

I'm ____ and I'll be your preceptor for this placement.

It's nice to actually meet you.

We have a lot to do today, but let's take some time to have a chat about the placement. To start with, what are your goals for your time here?

Intern

My last placement was management, and one of my goals is to work on juggling several tasks at once without feeling overwhelmed.

Preceptor

It sounds like your goal is about prioritization, does that sound right?

Intern

Yeah, I guess that is what I had in mind.

Preceptor

Ok, let's start with this goal and refine it so that you can achieve it in this placement.

What do you need to know from me to make this goal more specific?

Intern

What kinds of things do you need to prioritize in your position?

Preceptor

The big thing is managing my time so that I can make my rounds and necessary meetings. I need to prioritize which patients I am able to see in a given day.

Fade out... Fade in...

Intern

Thank you, now I feel like my goal is more specific to this placement. I think I know what I need to do to achieve it.

Preceptor

Now let's talk about some expectations so that we are on the same page.

First of all, I would expect you to see eight patients a day.

Intern

It's been a while since I've been in Nutrition Care, so I might need a day to work closely with you so I can get back into it.

Preceptor

Okay, why don't we build up to that so that you are comfortable seeing eight patients by the end of the placement.

What do you think of that plan?

Intern

Yes, that sounds good.

Preceptor

What are your expectations about receiving feedback?

Intern

I like feedback every day, rather than at the end of the week.

Fade out ? (possibly fade out here instead)

Preceptor

That sounds great. Any other expectations you have?

Intern

I'd find it really helpful to have you around most of the time, so I know if I'm doing things well, and so that I can ask questions.

My last nutrition care preceptor left me alone on the ward all day.

I got by, but I think I would've learned a lot more had I been able to interact with her more often for feedback and questions.

Fade out.. Fade in...

Preceptor

In the past, some of my interns have had different preferences when it comes to how they learn.

What's the best for you?

Intern

I find that I learn best by trying things on my own.

I prefer it when my preceptor is present when I see patients, but allows me to direct the conversation without jumping in too much.

Preceptor

Okay, I do need to be present to observe you with a couple of patients, but I will do my best not to interrupt your interactions.

Because this is a busy placement, I'll encourage you to be more independent as time goes on. How does that sound?

Fade out.....

Scene 4: Intern and Preceptor Reflections

Setting: Intern and preceptor on a couch (or similar) reflecting on their feelings after the conversation they've just had.

Narrator

Let's see how the intern and preceptor each felt after that conversation.

Intern Reflection

My preceptor seems really positive and supportive.

I'm glad she asked me about my goals.

It feels good to know exactly what I'm working towards, and I think I'll be able to tell if I'm on track.

She mentioned that the placement was going to be really busy, so I'm a little bit nervous, but given that we discussed the expected caseload, I feel like I'll be able to manage.

I'm feeling less stressed than I did before this conversation already.

I feel like I'll be able to learn in this placement and I now feel comfortable approaching my preceptor to talk about things.

Preceptor Reflection

I think that conversation went well.

I think it was helpful to spend the time refining her goal to make it more specific.

After talking with my intern, I realized that I might have to adjust my expectations since she is coming straight from management and hasn't been in nutrition care for a while.

If we hadn't talked about this I might have just assumed that the transition to this placement would be simple.

I like to help out, so I am glad that she mentioned that jumping in on conversations isn't the best way for her to learn.

I think that this will save me time in the end as I can allow her to be more independent.

This is a new strategy for me, and I'm not sure how it's going to go, but I'm willing to give it a shot.

Scene 5: Verbal Summary from Preceptor and Intern

Transition (Narrator to give context... shift to the end of the placement. The intern and preceptor are reflecting together or having a conversation)

....touch on all of these areas!

Value of the conversation:

- Building a relationship/comfort
- Opening lines of communication
- Time-saving
- Aligning expectations
- Let's the intern know that they have a say in what happens. They can play an active role in shaping the placement.

How to have it

3 areas to cover

Negotiation)

Intern

I really appreciated the conversation we had at the beginning of the placement, and getting to have a say and in how this placement went.

Preceptor

Compared to other placements, this one felt more open to conversations.

Intern

I was much more comfortable approaching you to talk about things because I felt like you cared, and you would respect my opinion.

Preceptor

Now that I think about it, taking the time to have a longer conversation right at the beginning of the placement saved me a lot of time.

I didn't have to keep explaining my expectations.

I think it helped the whole placement run more smoothly.

Developing a clear goal made evaluation easier.

Intern

I agree.

I felt like the placement was more focused on my learning.

I felt like I was successful because I knew exactly what I needed to do to accomplish my goals.

It was really valuable for both us to find some middle ground. 😊