Teaching challenges: avoiding conflict with challenging learners

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Have you worked with learners who are difficult to teach?
One approach:
how to avoid conflict with learners:

- Clarify goals and expectations at orientation – this decreases disappointments and conflict later on.
- Learn to use different tools to adapt your teaching style to different learning styles.
Many of us are uncomfortable with conflict and would like to avoid it.

Learners present challenges that can lead to conflict.

Understanding ways to discuss professionalism issues and avoid personalizing problems can defuse potential conflict situations.

Specific feedback helps facilitate learning... Be blunt.

**TOPICS 4 TONIGHT:**

- Clarity is VITAL at orientation and feedback.
- Understand learners’ goals and state yours clearly.
- Teaching tools for learners who are:
  - Introverts,
  - overconfident,
  - from diverse backgrounds,
  - Professionalism issues
TAKE HOME POINTS:

- Clarify expectations at orientation
- Feedback early and often
- Share milestones including triumphs

- Breaking down complex tasks into tasty bites improves understanding
- Use effective teaching tools for different learner styles
Clarity is very important
• Clarity is VITAL at orientation and feedback

• Understand learners’ goals and state yours clearly

• Teaching tools for learners who are:
  • Introverts
  • Overconfident
  • From diverse backgrounds
  • Have professionalism issues

TOPICS 4
TONIGHT
TOOLS: ORIENTATION

- Establish ground rules
- Set clear expectations
- Be very very specific
- Then check in early and often
TOOLS: SPECIFICITY exercise

• Break into groups of 2. 5 min time limit

• Explain to your partner how to perform a task or get to a location that they don’t already know how to do.

• Use 2 methods of explanation – sing a song, draw a map, describe a path or pattern

• Change places. Repeat.
TOOLS: FEEDBACK

- Early and often

- “formative” – helps focus the learner and teacher on areas needing improvement

- THIS IS NOT GRADING OR EVALUATION
TOOLS: FEEDBACK

- Be very very specific

- Catch the learner doing things right and congratulate

- Ask – Tell - Ask
Have you worked with learners who are difficult to teach?
Education begins when you, the teacher, learn from the learner. Put yourself in their place so that you may understand what s/he learns and the way s/he understands it.

Kierkegaard ...with liberties
If you see someone wearing camouflage, make sure to walk right into them so they know it's working.

Introverts...
What to do? introvert

- Identify underlying issues if present
  - ANXIETY
  - Lack of Knowledge
  - Introverted personality
Trouble shooting:
INTROVERTS & QUIET LEARNERS

- Prep and prime before encounter
- Specificity helps – esp with anxiety
- Throw a “lowball”
- Planned pauses
- Intentional group participation
What to do?

- Identify underlying issues if present
  - Desire to perform well
  - Insecurity
  - Very little insight into his own behaviors
Trouble shooting:
OVERCONFIDENT LEARNERS

- Directly address his behavior as THE issue
- Give SPECIFIC feedback
- Refocus his attention to help engage introverted learners on the team
- Model the behavior you want to see in him
What to do? inappropriate behavior

- Identify underlying issues if present
  - From Butte
  - Familiarity is inappropriate in medical setting
  - No manners
Trouble shooting: LACK OF PROFESSIONALISM

- Address his behavior directly
- Describe how his actions made you feel
- Define his informality as a professionalism issue
- Understanding professional mores and customs will help him interact appropriately with peers and patients
- He needs to learn the language of medicine
- Model the behavior you want to see in him
BIAS

- Speaks with a southern drawl
- Unkempt dreadlocks and clothes w/odor
- Not engaged in any activity appears stuck up
- Uses inappropriate idioms (little fella, young lady, sexy senior citizen) with elderly patients
- Demeaning to women/minorities/poor people
- Liars cheats and gunners
- Etc etc etc etc
Have you worked with learners who are difficult to teach?

Be aware of your biases for that’s how learners push your buttons
Know yourself to be a better teacher

When radiologists take a selfie

memes.com