Giving Feedback: role play activities
Activity:

facilitators

ROLE PLAY
• Janelle is a graduate nurse and has been on the ward for 5 weeks. Anne her preceptor has received some feedback that Janelle’s time management is problematic. Anne approaches Janelle to provide feedback….

• The 2 facilitators are within view of the learners and have asked for a volunteer ‘patient’ from the audience to sit on a chair as Janelle simulates taking the patients pulse.
BEFORE

Anne: Hi Janelle, can I see you when you are ready for a minute please (interrupts Janelle with the patient).

Janelle: Sure, in the handover room?

Anne: No here is fine (within earshot of the patient). How are you? I just wanted to talk with you about 1 of your objectives, time management, and see how we can improve things for you in that area.

Janelle: OK, I guess I’m only here 5 weeks so it takes a while to get the routine and understand everything that has to be done…

Anne: Sure. I’ve had some feedback that sometimes you are getting off late or not able to get through your workload by the time you handover.

Janelle: Who said that?

Anne: Everyone is here to look out for you. What I would suggest now is that you take some time to have a think about what I’ve mentioned and we can talk more about it next week.

Janelle: Well…

Anne: I won’t hold you up now anymore…it won’t help your time management issue!!!

(laughs)
• Ask the group and facilitate discussion on what went well and what could be done better in the previous role play scenario.
Anne: Hi Janelle, how are you going? I wonder if I can catch up with you when you have time today?
Janelle: Sure, I am free now for a bit.
Anne: Great, let's go to the handover room, it's quieter there. How are you? It's been 5 weeks since you started here and I just wanted to touch base with you about how your learning is going?
Janelle: OK I think, it takes a while to get used to the routine and understand everything that has to be done here.
Anne: Absolutely. So tell me about some of the things you have been learning about & doing well since you started?
Janelle: Well I find it hard to get used to the pace here it's…
Anne: How about we start with what you feel you are doing well?
Janelle: Well, I think my med rounds are getting quicker and I'm more confident going to theatre to collect patients.
Anne: I agree and I also observe that your knowledge base is developing when we talked about some of your patients conditions last week. Tell me more about any areas that you would like to improve or further develop as a priority at the moment?
Janelle: Well I feel my main challenge is time management at the moment I can't seem to get everything done.
Anne: OK, well as you know I am not with you all the time and I have some feedback that sometimes you are getting off late or not getting through your workload. Being a busy surgical ward time mx is a great challenge that certainly takes longer than 5 weeks to manage. In fact in the orientation manual it is an objective for 8 weeks.
Discuss time management sheet
Plan working together next week asap
Give Janelle the time mx SDLP
Anne: Are there any other ways you think your learning can be supported in this area?
Janelle: No, that all sounds good
Anne: OK I'll see you early next week.
Activity: participant ROLE PLAY
ROLE PLAY 1: Preceptor

You are (Jess) and are precepting Jean who has been on your ward for 8 weeks.

Your not sure where she worked before but can see she is good at her time management skills on a busy shift. She also communicates well with colleagues and patients. You have noticed she has been a little short with you lately when you have offered her some coaching or to go through her patients or Orientation manual/SDLPs. You want to provide this feedback to Jean using the POSITIVE CRITIQUING method.

• Using the positive critique model consider then role play how you might approach Jean with feedback.
ROLE PLAY 1: Preceptee

You are a new nurse (Jean) to this surgical ward having arrived 8 weeks ago.

You have 5 years nursing experience however have not worked in surgical for 4 years. You were fairly confident when you started but now are becoming increasingly frustrated with being given only the stable patients and would prefer the learning challenge of more acute patients. You are happy with your time management and have a sound knowledge base of patient assessment and wound care. You don’t need help with the basics and would like to move into the high dependency unit located on the ward.
• Ask the group and facilitate discussion on what went well and what could be done better in their role play scenario.