

**COURSE EVALUATION  
CLINICAL COMMUNICATION TUTOR TRAINING WORKSHOP  
23 & 24 FEBRUARY 2011**

**Please list three specific things you would like to learn at this tutors' workshop.**

- develop greater understanding of the process of role play; be able to manage effective role play
- feel a bit more informed about content as well as process
- how to help others overcome anxieties in role play
- how to encourage/ facilitate others in communication training sessions
- be more self-confident in own teaching, and communication in my work role
- how to get the best out of teaching sessions
- how to manage interactive demonstrations effectively
- developing/helping those less good at communicating
- how to move the session forward; maintain a good pace be confident in giving constructive feedback to participants
- how to deal with members of the group who are unwilling to engage in the process or people or groups that are challenging to manage
- more about adult learning theories in communication education
- more practice in teaching communication

**What aspects of the workshop are you most looking forward to?**

- working with the same group of tutors again
- more experience of using interactive demonstrations and role play
- gaining skills and knowledge to improve own confidence
- all aspects of helping improve people's confidence in their own abilities
- networking and learning from others tutors
- refresh learning from last workshop and develop more understanding of role play

**What aspects of the workshop are you least looking forward to?**

- none
- actually teaching in front of so many experts
- feelings of inadequacy
- lacking confidence in communication in challenging situations
- interactive demonstrations are difficult

**What concerns do you have about teaching communication using interactive, adult learning methods?**

- managing the potential risk of getting it wrong and 'damaging' confidence/skills of participants
- developing a relationship with the other facilitators to be as effective as possible
- sometimes teaching has to be shared but do not always have ideal teaching pairs
- students not engaging with the 'spirit' of these sessions and learning from training
- gaining the students respect
- not having the skills to manage participant role play or being able to demonstrate skills myself
- having the confidence and skills to actually run a course after 2 days of training
- successfully marketing the training to staff groups – as role play may put some people off
- being skilful in giving behavioural feedback – conscious that if not skilfully done could lead to disengagement
- none – other than it being poorly received by a challenging group

**Please list three specific things you have learned from this tutors' workshop.**

- reinforced value of experiential approach to teaching and learning
- the practicalities of setting up a demonstration and the role play; the process has become MUCH clearer
- how challenging it is to facilitate; I definitely need more practice
- clarification of the process for operation/ running of groups
- how to effectively manage a difficult person or group
- more about my own style of communication and how to better manage my style
- effective behavioural feedback; at times need to be more focused/direct in giving feedback
- importance of role – management of person in role
- distinction between interactive demonstration and role play
  
- value of interactive demonstration and how to do it (have not previously done this)
- useful to have phrases applicable to various points in demonstrations
- value of testing different strategies against each other in a demonstration
- have a clear structure (communication theory) prior to starting demonstration
  
- how effective role play is and more understanding of how it works
- importance of interviewee feedback in and out of role
- avoid being sucked into a role play – stick to group objectives as set out
- what it feels like to play all the roles of role play
- in role play – do not allow interviewer to discuss what going to say – just say it
- *Feel the fear and do it anyway!*

**What specific changes, if any, do you intend making to your teaching as a result of this training?**

- has firmed up my desire to tutor
- to not be so reluctant to role play; will use role play more knowledgably
- making sure I use strategies to allow me time to think i.e. replay or ask interviewee for a comment
- careful choice of words in feedback
- be more confident in dealing with difficult group members
- managing role players
- use the skills learned re role play and facilitation
- will use the interactive demonstration and role play more often and feel confident
- to practice role play amongst colleagues to reinforce skills

**What aspects of the workshop did you find most effective in improving your ability to teach communication?**

- experiential approach
- safe learning environment and the great participation of everyone
- opportunity to try out all different roles (including observer)
- playing the role of the 'patient'
- giving feedback and dealing with challenges in group i.e. members and scenarios
- observer status particularly helpful
- skills of facilitators
- the practical experience of being involved in the role play, feedback and guidance from tutors
- resource book to reinforce content issues

**What aspects of the workshop did you find least effective in improving your ability to teach communication?**

- some scenarios went on too long – especially day one
- very limited time discussing learning theories
- didn't have enough time to complete reflective learning logs

**What additional support/training would you like to have in future?**

- require more experience and supervision/constructive feedback
- I will aim to get in teaching practice several times per year and attend tutor days
- facilitation of a training event with support
- regular tutor updates
- up to me to take opportunities and practice soon!
- lots of practice in facilitating sessions

**Please state at least one way in which the tutor training workshop could be improved for next time:**

- it's hard to identify one area for improvement, only comment would be that the course is jam packed and more time for reflection and to complete reflection forms would be helpful
- heating in the venue
- pre-course information could include instructions about preparing scenarios for role play and/or interactive demonstration as may save time on course
- I think it would be have been helpful to have had time going over the theories of learning, facilitation skills and setting up of group prior to starting group (could this be done online perhaps)
- I think it would have been better to do tutor training sooner after initial training

**Additional comments**

- Has been an extremely beneficial two days – I intend to reflect on my skills, way of being and in particular focus on being more directive, and flexible – dependent on scenario.
- The workbook will be a valuable resource to aid further reflection and put my learning into practice
- I've not been put off tutoring!
- An excellent supportive environment to facilitate learning. Has improved my confidence especially with regards to managing difficult group members
- Really enjoyable and educational
- Look forward to having the opportunity to work as part of the tutor group
- Fantastic, really challenging but well supported. Safe and supportive group
- Thank you I have really enjoyed the 2 day training – even though role play was a daunting prospect it is a very effective learning method
- Just a feeling of panic about being able to consolidate and build on all the learning so far

**Would you recommend this workshop to a colleague?**

Yes = 100%

**Would you like to receive information about future courses/teaching opportunities?**

Yes = 100%

<b>HOW WOULD YOU RATE THE FOLLOWING? (n = 10 )</b>	<b>EXC</b>	<b>GOOD</b>	<b>JUST ABOVE AVERAGE</b>	<b>JUST BELOW AVERAGE</b>	<b>POOR</b>
How <b>enjoyable</b> was the workshop?	<b>9</b>	<b>1</b>			
The <b>educational</b> value of the workshop	<b>9</b>	<b>1</b>			
The <b>tutor's manual</b>	<b>7</b>	<b>3</b>			
Learning how to get <b>participants into role</b>	<b>6</b>	<b>3</b>			
Learning how to facilitate an <b>interactive demonstration</b>	<b>7</b>	<b>2</b>	<b>1</b>		
Learning how to facilitate <b>role play</b>	<b>8</b>	<b>2</b>			
Learning how to <b>give effective feedback</b>	<b>5</b>	<b>5</b>			
Handling <b>challenging group members</b>	<b>5</b>	<b>5</b>			
The use of <b>audio recording/playback</b>	<b>5</b>	<b>5</b>			
The <b>teaching skills</b> of the facilitators	<b>8</b>	<b>2</b>			
The <b>venue/catering</b>	<b>4</b>	<b>3</b>	<b>3</b>		
<b>OVERALL THE COURSE WAS</b>	<b>9</b>	<b>1</b>			

# Confidence Ratings Pre & Post Course





