



Faculty of Veterinary Medicine
Utrecht University, the Netherlands

Teaching veterinary professionalism

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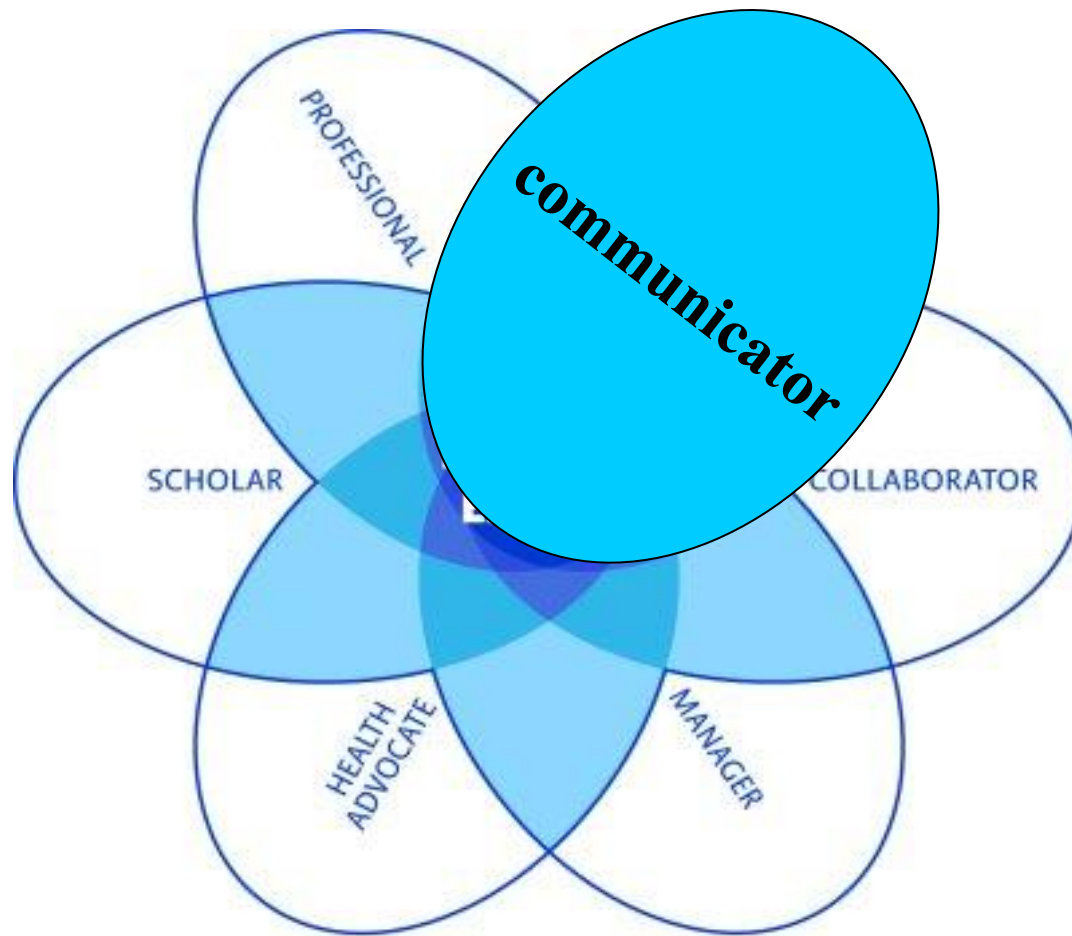


Universiteit Utrecht

Curriculum vitae

- 1985 Graduation from Faculty of Veterinary Medicine, Utrecht University
- 1987-2005 Veterinary practitioner large animal practice
- 2009 Master of science in psychology
- 2007- now Faculty of Veterinary Medicine
- Function:
 - 70 percent as a researcher
 - 30 percent as advisor and coordinator of education in professionalism in veterinary medicine.





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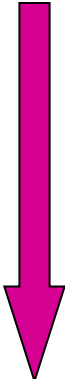
THE
CANMEDS
ROLES FRAMEWORK

Communication skills training at Faculty of Veterinary Medicine, Utrecht University

- Written and oral feedback on personal and group effectiveness (max. twice a year)
- Communication skills training:
 - active listening
 - questioning
 - non verbal communication
 - feedback training
 - presenting,
 - conversation in small groups (8 á 9), and
 - conversation in large groups (25)



Teaching methods we use in Utrecht

- Peer feedback
 - Teacher feedback
 - Feedbackconversation sessions
 - Roleplay
 - Video recording
 - Feedback game
- portfolio
- 
- TUTOR



Focus on feedbacktraining

- Knowing how to give quality feedback:
 - enables us to set boundaries
 - helps others to understand the effects of their behavior on us
- Asking for feedback:
 - Shows you are interested in the opinion of others
 - Creates an atmosphere of openness
- Accepting feedback:
 - Gives us information about ones self and ones learning points
 - Gives us information about the effect of our behavior on others



Conditions necessary for effective feedback

- There must be sufficient time and opportunity to make valuable observations
- Written feedback is best followed by an oral feedback session
- Not only summative feedback at the end but also formative feedback during the learning process
- Feedback on learning points of the student will be more effective than general feedback



Feedback rules for giving feedback

1. Feedback must be based on concrete observed behaviour
2. Feedback must be descriptive
3. In your feedback you say how the observed behavior affects you
4. In your feedback you tell the other person how the observed behavior affects you
5. De feedback must be so formulated, that the other person feels invited to respond
6. Feedback must be useful
7. Your feedback tells the other person what behavior you would like to see from him
8. It tells the other what the effect on you would be, if the other changes his behavior



Rules for receiving feedback

- see feedback as a chance to learn and not as an attack
- show your appreciation: the person giving the feedback makes an effort for you
- do not defend yourself and don't explain
- ask for explanation about what you do not understand
- think about the feedback you have received and
- decide what you intend to do with it (possibly nothing)



The four steps in giving negative feedback

1. I saw ... or, I saw you...or, I heard you say...
(*observation*)
2. That makes me feel.... or, that makes me think...(*effect of the behavior on you, or on the situation*)
Here you can ask the person for a reaction...
3. I suggest next time you better....(*what behavior do you expect/want*)
4. So that (*the effect when the person changes his behavior*)



The feedback game

1. You get feedback about your behavior
2. You practice giving and accepting positive and negative feedback

