Instructor's Guide

Files: This resource includes only one PowerPoint file entitled "Faculty Development Series on Assessment in Graduate Medical Education: Interpersonal and Communication Skills."

Purpose: This resource is intended for presentation by a residency program director (or designee) in a didactic or workshop setting for the purpose of enhancing the faculty's ability to assess interpersonal and communication skills in trainees. The educational objectives for the faculty participating in this presentation are as follows:

1. Define the competency of Interpersonal and Communication Skills
2. Describe the rationale for the robust assessment of this competency
3. Identify situations where interpersonal and communication skills can be assessed
4. Locate tools that can be used for assessment of interpersonal and communication skills
5. Apply assessment tools to a spectrum of case scenarios.
6. Demonstrate the use of Pediatric Milestones in the assessment of interpersonal and communication skills.

Background: This module is the first of a series that were commissioned by the Program Directors Committee of the American Board of Pediatrics based on their publication entitled *Assessment in Graduate Medical Education: A Primer for Pediatric Program Directors*. All modules in this series were developed through collaboration with the primary authors of the publication. This case-based presentation begins by defining the competency of interpersonal and communication skills, then explores various assessment tools available for evaluating learners in this competency. The presentation introduces the concept of The Pediatrics Milestone Project and demonstrates how Milestones can be used to better assess interpersonal and communication skills. The module concludes with a series of case studies where the participants are asked to assess the performance of the learners in the case studies. In our experiences using this material, the authors have found that participants are quick to acknowledge the importance of interpersonal and communication skills. The participants have expressed frustration with the limitations of current assessment tools available and have eagerly embraced the concept of Milestones and behavioral anchors for assessment, particularly when applied to the cases at the end of the presentation. We have received useful feedback from faculty participants on the current evaluation structure as well as suggestions for ways to implement Milestones in the future. Some faculty participants have become more involved in revising end-of-rotation evaluations to include the required Milestones and using behavioral anchors to provide timely feedback to learners.

Implementation Tips: Speaker's notes are provided at the bottom of the slides to enable the presenter to have a deeper understanding of the content. We strongly recommend that the presenter familiarize him/herself with the content contained within the notes prior to presenting the slides. The presenter may wish to print these notes for reference during the slideshow. Additional references are included at the end of the slideset if further

knowledge is desired. The slides were left in PowerPoint format so that the speaker could hide slides and modify them to include local content, such as site-specific evaluation tools. The module requires 45-60 minutes to present in its entirety, but can be abbreviated or expanded as needed. The slides start with a case of ineffective communication in an attempt to engage the audience prior to didactic content. There are three additional cases at the end of the presentation designed to allow participants to apply the assessment tools discussed in the slides. If given in a workshop format, the cases at the end can be distributed to groups of participants for small group work. During the case presentations, we suggest that the presenter demonstrate how much more inter-rater agreement occurs when the Milestones with behavioral anchors are used as compared to traditional evaluation tools.

Limitation and Ideas for Expansion: Program directors are encouraged to replace generic evaluation tools included in the presentation with site-specific evaluation tools. This presentation is entirely text-based. The interactive nature of the presentation could be improved by using high-quality videos that demonstrate interpersonal and communication skills. The content of this resource is specific to the specialty of Pediatrics with regards to the cases and the Milestones. It could be adapted to other specialties by modifying the cases slightly and eliminating or substituting specialty-specific Milestones. Although this presentation was designed for graduate medical education, it can be easily adapted to undergraduate medical education. This material is copyrighted. Please do not remove authors' names, references, or the ABP/APPD logos from slides.