LEARNING OBJECTIVES

After working through this program, you should be able to:

• Identify barriers to honest, productive communication

• Describe the common traps of the evaluation process and enumerate ways to avoid them

• Name the five stages of a learner’s reaction to critical or instructive feedback

• List strategies to deal with these reactions

• Explain the paradoxical statement: if the interaction with the learner went smoothly, then it did NOT go well