

# Peer Advisory Conversation

## NON-TECHNICAL SKILLS DISCUSSION



### Overall Considerations

During the discussion the overall considerations are identifying that the veterinarian is demonstrating the behaviours, both as an individual and through the practice, that are reflective of the elements for each non-technical skills category.

### 1.0 Communication

Communication Elements:

- Sending information clearly and concisely
- Including context and intent during information exchange
- Receiving information, especially by listening
- Identifying and addressing barriers to communication

### Part A: Client Communication

Questions
1. How do you evaluate your client's comprehension of your information?  <u>Probe:</u> a. Describe a situation where you modified your methods based on their understanding?
2. Describe a difficult situation you encountered recently from a communication perspective. Describe what strategies you used, what you learned, what you might change if you were in this situation again.
3. How do you adapt to different client communication styles?  <u>Probe:</u> a. Talkative vs. quiet?
4. What communication strategies do you use to elicit the client's perspective?  <u>Probes:</u> a. How do you ensure your understanding? b. How do you reconcile differing perspectives? (If you and your client have differing perspectives, how do you approach the conversation?)

## Part B: Team Communication

Questions
<p>1. What communication strategies are in place to ensure timely and relevant information is shared with the team (e.g. team meetings)?</p> <p><u>Probe:</u></p> <p>a. Are protocols and policies in place and easily accessed and shared?</p>
<p>2. How do you evaluate your team's comprehension of your information?</p> <p><u>Probe:</u></p> <p>a. Describe a situation where you modified your methods based on their understanding?</p>
<p>3. Describe a situation where you had to provide feedback to a team member.</p> <p><u>Probes:</u></p> <p>a. How was the feedback received?</p> <p>b. In reflecting back were there things you would do differently?</p>

## 2.0 Teamwork

## Teamwork Elements:

- Supporting others
- Solving conflicts
- Exchanging information
- Coordinating activities

Questions
<p>1. Describe the relationship dynamics of your team.</p> <p><u>Probes:</u></p> <p>a. What do you consider are your main challenges in working with your team?</p> <p>b. How do you manage those challenges?</p>
<p>2. Share an experience when your team wasn't functioning to its greatest capacity and how you responded.</p> <p><u>Probe:</u></p> <p>a. In reflecting back, what were your insights and what strategies did you implement?</p>
<p>3. What strategies are in place to foster support and collaboration among team members?</p> <p><u>Probe:</u></p> <p>a. How are new members of the team supported?</p>

### 3.0 Leadership

Leadership elements:

- Using authority
- Maintaining standards
- Planning and prioritizing
- Managing workload and resources

Questions
1. How do you plan your work and priorities?
2. What strategies do you use to manage workload?  <u>Probes:</u> a. What resources are available to you to manage workload? b. What do you delegate to your team?
3. When delegating tasks to team members, how do you monitor the outcome?  <u>Probe:</u> a. How do you provide feedback to team members after delegation?
4. Where do you use leadership skills?  <u>Probes:</u> a. When managing a case, how do you lead the treatment and care of the animal? How do you include and support others in carrying out the plan for care? (e.g. team members, clients) b. What makes a person an effective leader? How have you developed your leadership skills?

### 4.0 Decision-making

Decision-making elements:

- Defining problem
- Considering options
- Selecting and implementing option
- Outcome review

Questions
1. Describe how you approach problem-solving in your daily practice?  <u>Probe:</u> a. What resources do you have to assist you (e.g. colleagues, consultants, team members)?
2. Share an example of a challenging problem or case you had at work.  <u>Probe:</u> a. In reflecting back, were there any things that you would do differently if this came up again?

### Questions

3. Veterinary medicine, like all medicine, is an imperfect science and near misses occur: how do you approach near misses?

Probe:

- a. How do you use these as teaching moments and what does that look like?

## 5.0 Situational Awareness

Situational awareness elements:

- Gathering information
- Interpreting information
- Anticipating future states

### Questions

1. Anticipating the situations in practice (at work) that change quickly – how do you keep you and your team prepared? (e.g., emergency case walks into a busy appointment schedule; dealing with critical cases; etc.)

Probe:

- a. How do you ensure you have the right information at the right time?

2. Share an example of a dynamic situation you encountered at work and how you approached it.

Probes:

- a. Who did you consult with?
- b. What strategies did you use to monitor the situation?
- c. What resources were available to assist you?
- d. In reflecting back, is there anything you would do differently?

## 6.0 Wellness

Managing Stress Elements

- Identifying symptoms of stress
- Recognizing effects of stress
- Implementing coping strategies

Coping with Fatigue Elements

- Identifying symptoms of fatigue
- Recognizing effects of fatigue
- Implementing coping strategies

### Questions

1. Did you complete the *Professional Quality of Life Scale (PROQOL)*?
  - a. Did anything surprise you?
  - b. Do you know of available supports or resources for any issues or concerns that you identified in completing this scale? e.g. Professionals Health Program, OVMA, Canadian Mental Health Association, Ontario Mental Health Helpline

Questions
2. How do you cope with stress and personal wellness?  <u>Probe:</u> a. How do you promote wellness/balance in your life? b. How is wellness supported in your practice?
3. Are you aware of the term “compassion fatigue”? a. Do you see this in your staff or your colleagues? b. What strategies have you put in place to name it and manage it?

## References

Code of Ethics  
Professional Practice Standard Informed Client Consent  
Professional Practice Standard Delegation  
Professional Practice Standard Veterinarian-Client-Patient Relationship (VCPR)