**Weekly evaluation of peer communication in the workplace Date:**

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| Reflect over this last week and evaluate the communication skills of Team Student from **your** perspective below |
|  | Identify two positives observed over the last week | Suggest a different tactic or approach to use, or identify an area for development |
| Listening skills |  |  |
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| Communication skills |  |  |
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| Collaboration skills |  |  |
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| Respect |  |  |
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Week one: Complete this table independent of your peer and share with your Clinical Educator and mentor.

This is to support you with developing the skills you need to successfully manage close working relationships.

After week one: Complete this table with your peer so it creates an opportunity to discuss and address issues.

Use the guides below. Share with your Clinical Educator at your appraisal.

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| **Explanation of terms used** |
| Listening skills | Active listening is a skill that must be learned and practised. The active listener provides feedback and focusing their full attention on the speaker and responding with verbal and non-verbal clues that the speaker’s message is heard and understood. Maintaining eye contact, smiling and nodding are appropriate indicators, as are paraphrasing in your own words or summarizing the speakers’ message at the end. |
| Communication skills | Simply talking to people is no guarantee that your message is getting across. Common barriers to communication are lack of verbal cues; cultural differences; lack of interest or distractions; and jargon or unfamiliar expressions. Learn to think before you speak, and express yourself clearly and carefully. Speak slowly. Stay calm and focused. Control your non-verbal communication – facial expressions, body language, posture, eye contact. |
| Collaboration skills | Create an environment of cooperation rather than competition. Respect the opinions of others, regardless of their status in the hierarchy. Praise and thank co-workers for their contributions. Treat all suggestions and opinions with respect. If necessary, step in to peacefully settle disputes.  |
| Respect | Underlying all these interpersonal skills are the rules of basic good manners and respect.  |

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| **Student Peer Feedback Guide**  |
| 5 steps for giving productive feedback | 5 steps for receiving feedback with style |
| 1. Create safety
 | 1. Listen to understand
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| 1. Be positive (identify two positives)
 | 1. Try to suspend judgement
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| 1. Be specific
 | 1. Summarise and reflect what you hear
 |
| 1. Be immediate
 | 1. Try to control your defensiveness
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| 1. Be accurate, not mean
 | 1. Ask questions to clarify
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| from www.tcd.ie/medicine/physiotherapy/assets/doc/resources/Introduction%20to%20Peer%20Learning.pdf |