The UCSF Academy of Medical Educators
Teaching Observation Program (TOP) Mentor Training Module
USER GUIDE

The module is available at this link: https://www.mededportal.org/icollaborative/resource/672
To use it, please sign in to your MedEd PORTAL account.

I. Overview

The UCSF Academy of Medical Educators developed the Teaching Observation Program (TOP) to provide peer mentorship for faculty through observation of teaching and supportive feedback. TOP mentors have traditionally been trained in a workshop that combines observation of teaching videos, feedback role-play, and discussion of best practices for effective feedback. We have now developed an efficient, web-based method of training TOP Mentors.

We developed the training module using the principles of “blended learning”, which combine the benefits of live interactions with the flexibility and efficiency of web-based technologies to provide an optimal learning experience. The module benefits both novices seeking to learn basic feedback skills as well as experienced mentors seeking to hone their skills or practice with a different teaching setting. While we recommend using the module in its entirety, you should feel free to adapt it to the needs of your own institution. The live interactions require TOP Module Coaches, who are familiar with the training module and experienced in providing peer feedback. We recommend using this module to first train a group of mentors who can serve as Module Coaches for future TOP Mentors.

The module includes self-assessments and reflection exercises in addition to videos of teaching sessions and associated feedback sessions. Standardized feedback forms are included to allow for practice of formulating appropriate feedback. The videos cover four different teaching settings so users of the module can select the setting that most closely resembles the type of teaching they will be observing: 1) large classroom lecture, 2) pre-clerkship small group discussion, 3) clinical chalk-talk, and 4) clinical morning rounds. The final step of the training is a live debrief with a Module Coach. We consider this a vital part of the training because it allows those who complete the module to address specific concerns or questions before serving as a TOP mentor.

II. Steps of the Training Module

N.B.: The module is best viewed in Firefox. It is not configured for use in Internet Explorer.

STEP 1: Introduction and (optional) sign in

• View the introductory video and flow-diagram that outline the steps of the module. The “sign in” is used to monitor usage and request a Module Coach.

  o At UCSF, this step is supported by an Academy TOP administrator. When trainees sign in, an email is automatically sent directly to the TOP administrator, who pairs the trainee with a Module Coach. When you adapt this at your own institution, you can create a similar automatic link. Institutions without staff resources may consider providing a list of Module Coaches to the trainees directly.
STEP 2: Complete Self-assessment exercise

- Consider your own experiences in giving feedback, and answer four questions to assess your own skills before beginning the training.

STEP 3: Watch teaching video and construct feedback

- Select one of four teaching scenarios: 1) large classroom lecture, 2) pre-clerkship small group discussion, 3) clinical chalk-talk, and 4) clinical morning rounds.
- Download and review the corresponding two-page observation form.
- Watch a teaching video and record your observations on the form.
- Construct feedback for the instructor in the video.

STEP 4: Watch feedback video and compare observations

- View the scripted feedback session that is paired with the teaching video you watched.
- Compare the feedback given in the video with what you prepared.

REPEAT STEP 3-4 FOR A DIFFERENT TEACHING SCENARIO IF DESIRED

STEP 5: Complete Reflection exercise

- Consider what you learned about evaluating and providing effective feedback, and complete the self-reflection exercise

STEP 6: Debrief with TOP Training Module Coach

- Confirm your appointment with your Module Coach.
- Prepare for your debrief with your Coach by reviewing the “Best Practices and Common Challenges” and the debrief questions listed in the module.

STEP 7: Complete Post-self-assessment and evaluation

- After the Debrief session, return to the online module to complete the post self-assessment. This exercise allows you to assess your ability to provide effective feedback after completing the training, and list specific skills or elements of feedback that you will apply as a TOP mentor.
- Finally, complete the Training Evaluation (*For institutions that choose to collect evaluation data.)

We hope that this module will be a useful tool for institutions that want to begin or grow a peer mentorship service, and for faculty at your institution who want to improve their feedback skills.

If you have questions or suggestions, please contact Karen Brent at brentk@medsch.ucsf.edu

III. Resources:

The UCSF Academy of Medical Educators: [http://medschool2.ucsf.edu/academy/](http://medschool2.ucsf.edu/academy/)

The Teaching Observation Program (TOP):
[http://medschool2.ucsf.edu/academy/faculty_development/tip-top.aspx](http://medschool2.ucsf.edu/academy/faculty_development/tip-top.aspx)