**Dealing the Difficult Learner**

40-60 minutes

Objectives:
1) Understand the various types of challenging learners
2) Identify opportunities to optimize your guidance and teaching of difficult learners
3) Create a plan for your own difficult learner interactions

Materials:
1) Powerpoint Presentation

**Notes for slides:**

**Slide 1: Title Slide**

**Slide 2: Dealing with the Difficult Learner**

**Slide 3: Objectives**
- Identify challenges that clinical teachers encounter that prohibits them from effective and efficient teaching
- Look for opportunities where teaching can be used effectively and efficiently
- From a large array of teaching techniques, choose the most effective and efficient methods to maximize teaching

**Slide 4: Background**

**Slide 5-9: Types of problems**
- 3 types of issues:
  - Student-centered
    - Cognitive
    - Non-Cognitive/personal
  - System problems
  - Educator issues

**Slide 10: Identifying the difficult learner**

**Slide 11-12: Actions needed and barriers**
- Ask participants for perceived barriers to action before reviewing slide #12

**Slide 13-14: Giving feedback**

**Slide 15-17: Documenting the issue**
- SOAP format is very helpful, and something residents are accustomed to.
Despite our discomfort with documenting concerns formally, it is our duty as educators.

**Slide 18: Facilitating remediation**

**Slide 19-21: Student example #1**
- Read through the example
- Apply SOAP
- Facilitate discussion on potential sources. See if participants can come up with the deficits before showing on slides
- Discuss improving insight first

**Slide 22-23: Improving insight**

**Slide 24-25: Improving ineffective feedback**

**Slide 26-28: Student example #2**
- Read through the example
- Apply SOAP
- Facilitate discussion on potential sources. See if participants can come up with the deficits before showing on slides
- Discuss Improving motivation

**Slide 29-32: Improving Motivation**

**Slide 33: Recap**