

# Tips for Reviewers

## THE OBSERVATION

**Purpose of the observation:** You can watch the candidate in action and see how they apply their skills and knowledge in real life situations.

- Consider asking candidate to score themselves as a self-assessment before your discussions.
- Review the observation checklist in advance.
- Remember it makes most people nervous to be observed, especially by a supervisor.
- Put the candidate and the participant at ease, by telling them what you are doing and by being as unobtrusive as possible during the observation.
- Keep in mind the cultural background of the candidate and the participant, as well as the amount of time available and the setting for the observation.
- Focus on the big picture. How well is the interaction with participant going? What is the participant learning? What is my gut feeling about this?
- Remember, when you interact with the candidate you are modeling communication skills the candidate will use with the participant during education sessions.
- Give the candidate the benefit of doubt — there are many ways to handle a situation.
- When evaluating the observation, consider how candidate demonstrated their knowledge, skill and attitudes.
- Give the candidate immediate and specific feedback on the observation.
- Whenever possible, involve the candidate in the developing the intervention plan.
- If the candidate lacks knowledge, offer extra reading assignments or training.
- If the candidate lacks skill, identify the key areas and develop practice sessions or have them observe skilled staff.
- If candidate lacks the best attitude, talk with them and find out what is going on with them.
- Keep the candidate posted on their progress-positive feedback goes a long way.
- After the session is over, complete the checklist as soon as possible.