

Face, Rights and Goals:

Rapport Management in Facilitator-guided Simulation Debriefing

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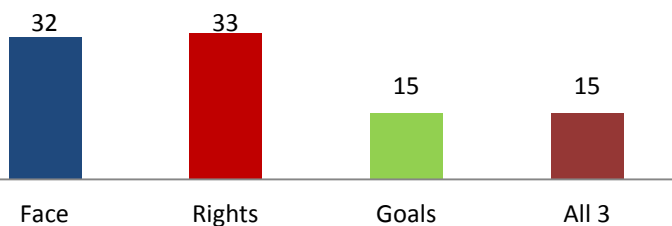
Introduction

- ✓ Rapport between facilitators and learners contributes to a conducive learning environment during simulation debriefing but a theory to guide rapport management is lacking.
- ✓ The Rapport Management (RM) model¹ is a potentially relevant conceptual framework because it describes three interrelated components of rapport - Face, Rights and Goals – which, when threatened, affect the rapport between interactants.
- ✓ This critical review explores how studies in the simulation debriefing literature describing post-event facilitator-guided debriefing approaches can be viewed through the lens of the RM model.

Results

- ✓ 34 articles reviewed.
- ✓ Goals were least alluded to.
- ✓ Only 2 articles measured the outcome of a debriefing approach identified to have considered all 3 components.
- ✓ Positive outcomes include improved knowledge acquisition and perspective transformation.

Number of articles alluding to the RM components



Practical tips

In general across cultures, rapport is managed when facilitators....



Face

...adopt the premise that every learner is operating with good will and is trying to do the right thing



Rights

...help learners know what to expect from the facilitators during the debriefing



Goals

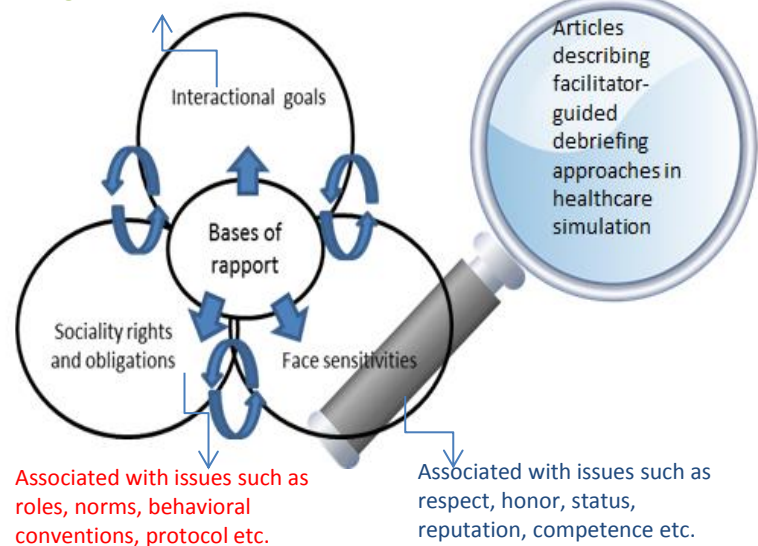
...explain the purpose of the debriefing, find out what learners would like to discuss and/or assign priority to learners' agenda.

Methods

- ✓ A critical review approach was adopted which brings together different types of literatures and, as a result, offers a new perspective.
- ✓ Records pertaining to simulation debriefing and rapport/relationships/facilitation in health professions education were retrieved from two databases.
- ✓ Other publications were identified through a "snowball" search, reference lists of retrieved articles and recommendations.
- ✓ Two researchers extracted relevant information about the study and identified the RM components. Discrepancies were resolved by a third researcher.

Using the RM model as a lens to view debriefing articles

Refer to the specific task and/or relational goals that people may have during interaction



Conclusion

- ✓ The RM model provides a fresh lens with which to view studies in the simulation debriefing literature that describe post-event facilitator-guided debriefing approaches.
- ✓ The model also provides a very useful heuristic to create awareness of the importance of considering cultural contexts in the management of rapport in post-simulation debriefing.
- ✓ Future studies could explore how the RM model can be used to guide debriefing approaches in various contexts and clarify why or how these approaches work.

This study is published ahead-of-print in *Simulation in Healthcare*. Use the QR code for the website link to the article.

