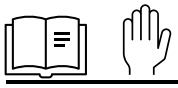
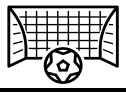
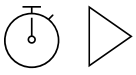
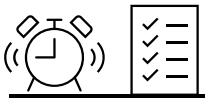
Facilitator Map (Hour 2: PIVOT Hot Seats) (EPA9) (v5:8/07/26)

FIRST ROUND: "Welcome. Each of you will practice as the hot seat participant for 13 minutes with an S.P. The rest of you will observe, using the "observer" handout, which **observers will hand to the hot seat participant afterwards, so write neatly**. **[Pass out Observer handout.]** When you're in the seat, you will get two practice rounds: a first try and a re-play. Before each round, we'll look together to see what went well and how to troubleshoot. I'm passing out the first scenario." **[Pass out scenario.]**

TASK	TIMING	WHAT FACILITATOR IS DOING IN EACH ROUND
READ SCENARIO find volunteer 	1 min. 12 mins. left after this step	<u>HAVE the group read scenario, FIND a hot seat participant.</u> **SAY*:*** "Please read the scenario numbered [#] for the next 45 seconds." - Provide 45 sec. reading time in silence or read yourself. **SAY**: "Who can volunteer to play this? Thanks! Please share your name."
PREPARE to be patient-centered and think of a goal 	2 min. ~11 mins. remain	<u>ASK the participant to prepare the "P" in P.I.V.O.T.</u> **SAY *to participant*:** "We want to focus on staying patient-centered. What is one good reason the other person's saying what they've said?" - Wait to get at least one response from hot seat participant. **SAY *to participant*:** "What is one goal for this interaction that you want to propose or suggest to best support patient care?" - Wait to get at least one response. If not satisfactory, ask group.
REFRESH on PIVOT 	30 secs. ~10 mins. remain	<u>ASK the participant to list out PIVOT acronym</u> **SAY *to participant:*** "Remember PIVOT is a sequence. It gets stronger when we do each step. Can you list for the group what each part of the sequence stands for, beginning with P and going all the way to the T? [Encourage as they remember or remind if they forget.]
BEGIN FIRST TRY 	2 min. ~8 mins. remain	<u>BEGIN the "First Try" 2-minute round.</u> **SAY *to participant:*** "You are going to use PIVOT in a "first try" for 2 minutes with an S.P. If you feel stuck, you can always call a "time out." **SAY:** Group, watch for how [participant name] uses the sequence and how it impacts the situation. I'll start my timer. Let's begin."
TIME OUT Pause for observers to write 	30 secs. ~7 mins. remain	<u>CALL "time out" after 2 min. & give 20 secs. for writing.</u> **PAUSE for 20 seconds** for group notes and a breath. **SAY *to participant:*** "Thank you! That was 2 minutes. [Participant name], take a breath to gather your thoughts silently **SAY:** Observers, please look at the **observer sheet. Circle the PIVOT skills you saw** in the bottom left of your sheet where it says, "First try". Please **note one thing that went well there.** - If participant begins chatting about improvement, tell them we'll discuss in a bit, starting with what went well.

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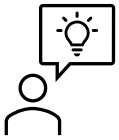
WHAT WENT WELL 	1 min. ~6 mins. remain	<u>ASK what the participant feels that they did well.</u> **SAY:** "Let's talk about what you did well. What do you think went well?" - If they struggle, flip to group and ask for their thoughts, or **SAY:** "I noticed you [pick PIVOT skill you noticed most]."
PICK a learning opportunity 	2 mins. ~5 mins. remain	<u>IDENTIFY a discrete moment to work on</u> **SAY**: "Looking back, what didn't work as well as you'd hoped?" - If the participant can't tell you, point them to the spot, **SAY**: "Did you notice how they responded when you said…" - If the learner still can't tell you, describe it. **SAY**: "Here's what I saw…" **SAY**: "Let's brainstorm how to respond when the other person says X." - Ask the group for their thoughts, if response not satisfactory.
BEGIN REPLAY 	2 mins. ~3 mins. remain	<u>RUN 2 min. re-play to learn how participant uses the skill.</u> **SAY*:*** "[Participant], can you continue the scene from just before we left off? We'll go for another 2 minutes whenever you're ready."
CALL TIME 	5 secs. ~3 mins. remain	<u>CALL "Time out" on the re-play after 2 minutes.</u> **SAY *to participant:*** "Time out on our re-play. Thank you!"
DEBRIEF REPLAY 	2 mins. ~1 min. remains	<u>LINK the replay outcome to participant actions</u> **SAY *to participant*:** "How was the replay different?" [get one response] **SAY:** "How did the other person respond in the replay?" - If the learner can't tell you, describe the replay outcome. **SAY**: "I notice that when you said X, they said Y." [choose a good outcome].
CLOSE with written reflection 	30 secs. 0 mins. remain	<u>ASK group to note a take home point and write a reflection.</u> **SAY *to observers:*** On your **Observer sheet** it's time to write reflection to give to our volunteer the way you did before in the replay section. **SAY *to participant***, "We want you to take a reflective moment too. Please find the question: 'What is your take home point for this encounter or something you want to bring to coaching?' on your participant sheet." - give 15 seconds for all to write and give sheet to seat participant.

Closing final round: "Thank you for each doing this practice! Please, before you leave, make sure that I have your names for attendance. As we head to the other room, what's a specific phrase or approach that you want to remember because you noticed it was helpful?"

Note for Facilitators, Have any concerns regarding a student's skillset? Please contact organizers Dr. Heather Ballard and Dr. Kavita Hodgkins with notes.

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