



### Introduction

On April 4, 2023, during an ASCLS webinar, Missy Sparks, PhD tasked clinical educators to prepare the future workforce with lessons in civility. Fletcher MLT instructors heard the call to action and recruited Ochsner Healthcare members to present a professionalism in healthcare workshop to their students. Dr. Sparks shared that educators should encourage collaboration and teamwork to prepare students for workplace civility. Fletcher MLT instructors devised a way to incorporate fibrometers, institutional values, and group work into a fun active learning experience.

### Overview

Students were divided into groups and given a fibrometer, a procedure manual, and Fletcher's core values including innovation, respect, people-centered, and empowerment to guide their group project. Each group was challenged to learn to operate the fibrometer, create a job aid, and create a training module for a new student. Creativity was encouraged. Peer feedback was gathered to evaluate civility within the workgroup. Each group discussed what was expected of each team member before beginning the project work.



### Conclusion

Student deliverables included job aids, presentations, peer critiques, and reflection submissions. Job aids and presentations were scored based off a rubric by the instructor. Overall scores were very high. Peer critiques from the majority of students were highly favorable of teammates. Unanimously, the students agreed the project prepared them to educate future MLT students in the workplace. Instructors noted enjoying the flipped classroom method and noticed increase problem solving abilities in students after learning to operate the fibrometer with their peers.

### Student Feedback

"My teammates get full marks for work done, accountability, and respect. I have no complaints working with them."

"Healthcare is one big team, no one person can treat a patient all on their own."

"In the lab, you must work together to turn out accurate patient results, this group project mimicked that. "



# TEACHING CIVILITY AND ENCOURAGING LEADERSHIP SKILLS

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