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Non-verbal behavior in feedback dialogues

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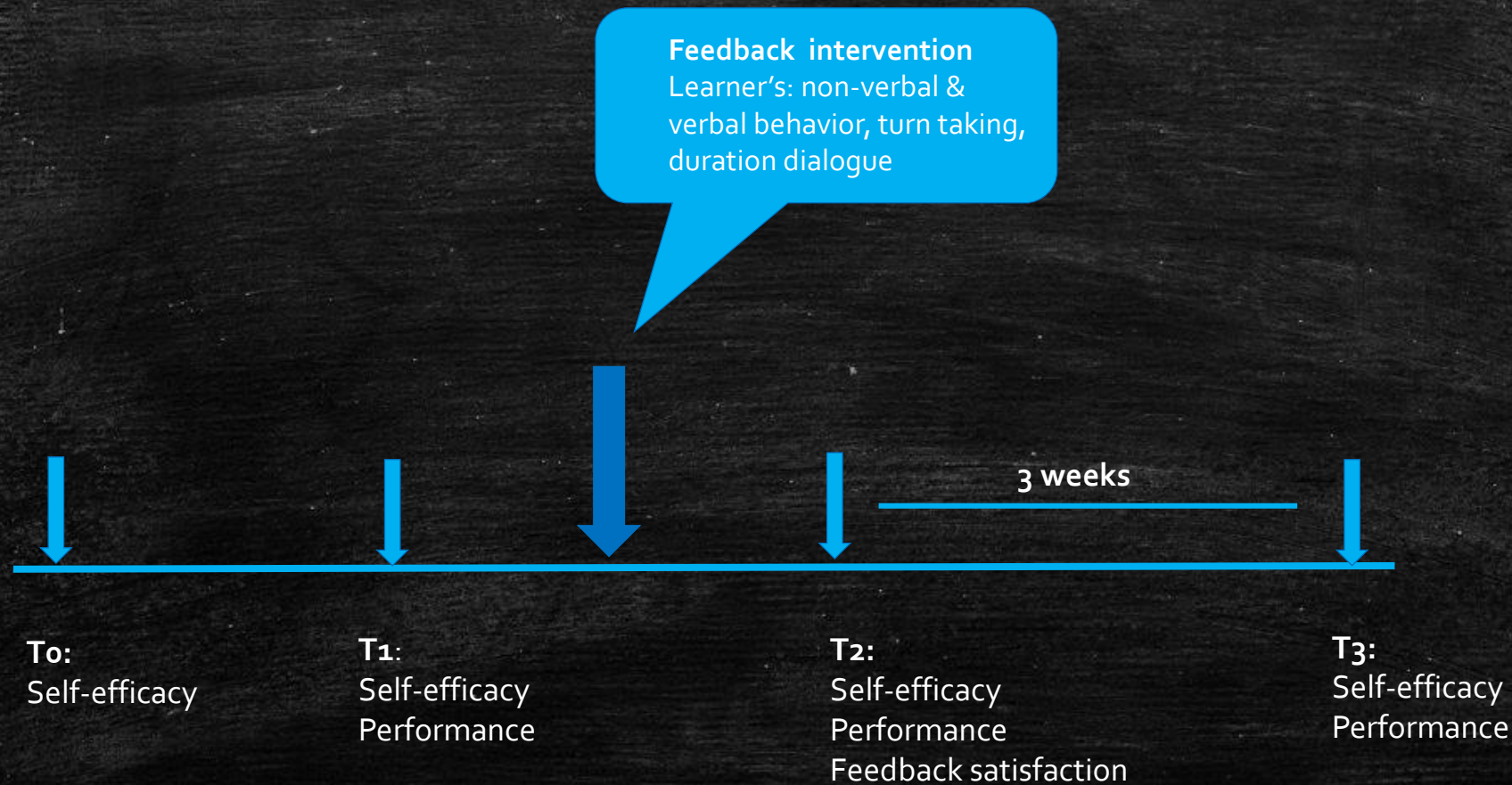
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Objectives

- Non-verbal behavior difficult to interpret.
- Non-verbal behavior differs among feedback conditions.
- Worthwhile for feedback providers to focus on learner's non-verbal behavior?
- Explore if certain non-verbal behavior give indication for future performance.
- Is there an association between students' non-verbal behavior during a feedback dialogue and their :
 - satisfaction with the feedback process,
 - self-efficacy regarding a task,
 - task performance after receiving feedback?



Figure 1. *Time-line feedback experiment on Weber and Rinne tuning fork test in first year medical students (n=278) with feedback intervention and outcome variables*



Methods – Instruments (1)

- Self-efficacy: Visual analogue scale
- Satisfaction: 5-item likert scale
- Performance: 14 item observation scale
- Verbal behavior: questions, remarks, back-channel
- Non-verbal behavior: posture, self-comforting behavior, smile, looking away
- Dialogue: duration and turn-taking



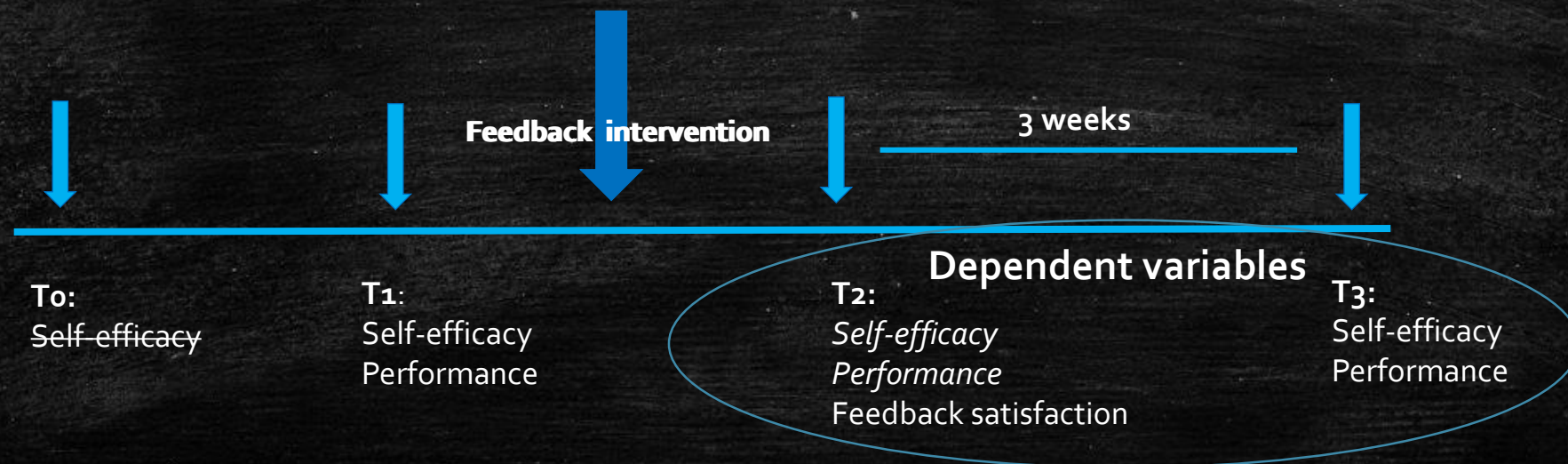
Methods - Analysis (2)

Secondary analysis

Multiple linear regression model: five models were used

Independent variables: Verbal, non-verbal, duration dialogue, turn taking

Controlled for: Age, Gender, Feedback condition, *self-efficacy or performance*



Results ($P > 0.05$)

- Five models are used:

T₂ Self-efficacy: body posture, feedback condition

T₂ Performance: No association

T₂ Satisfaction: body posture, feedback condition, gender

T₃ Self-efficacy: back channel, gender

T₃ Performance: feedback condition



Conclusion

- Body posture has associations with self-efficacy and satisfaction on the short term.
- Back-channel response associated with self-efficacy on 'long' term.
- No association between verbal and non-verbal behavior and performance.
- Effect sizes vary between small – medium.



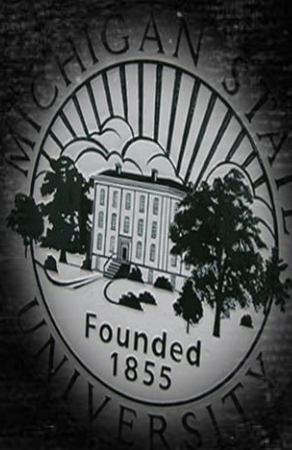
Discussion

- Non-verbal and verbal behavior important: guides our conversation.
- Posture: good interpretable, worth to pay attention to especially, when people are 'closed'.
- Back-channel: good interpretable, absence of it might be an indicator for 'something going on'.
- Self-comforting behavior: no association in this study.



Selected References

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