

# SOAP Model

A critical component of the SOAP model is to determine why you are meeting with a learner in the first place, and whether a conversation is the best way to address the issue. If it is, you want to invite participation from the learner and establish an alliance in solving the issue at hand not dictating the solution.

Once these steps are completed, use the following structure and exemplar language during the meeting:

## SUBJECTIVE

- Share feelings associated with incident(s)
- Exemplar language: *"I feel/felt...(frustrated, disrespected, confused)."*

## OBJECTIVE

- Focus on only facts - don't judge or assume intent
- Exemplar language: *"I noticed/saw..."*

## SOAP Model

For Creating Learning Conversations from Difficult Conversations

## ASSESSMENT

- Determine the root of the situation/behavior
- Exemplar language: *"How do you see it differently? What impact have my actions had on you?"*

## PLAN

- Have learner suggest ways to improve and discuss what should happen differently in the future
- Exemplar language: *"What would be your ideal solution? Do you think you can commit to...?"*

For more details about each model, please refer to the CFE Feedback and Difficult Conversations One-Pagers Series.

### References:

1. Stone, D., Patton, B., & Heen, S. (2000). *Difficult conversations: How to discuss what matters most*. New York, N.Y: Penguin Books.
2. Schnapp BH, Alvarez A, Ham J, Paetow G, Santen SA, Hart D. An interactive session to help faculty manage difficult learner behaviors in the didactic setting. *MedEdPORTAL*. 2018;14:10774.

