Through the Eyes of an Expert: Virtual Coaching using a modified Shadow Box Method

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Objectives

Discuss the importance of developing expertise during these uncertain times

Review current literature regarding the development of expertise and the Shadow Box technique

Demonstrate the process for using a modified Shadow Box technique to develop expertise

Identify strategies for implementing the technique in blended learning environments
The Importance of Developing Expertise

- Now, more than ever
  - Reflecting upon uncertain times
- Evidence of expertise:
  - Pattern Recognition
  - Sensemaking
  - Anticipation
  - Perspective Taking
- In order to develop expertise, novices need:
  - Rules and procedures
  - Experts to “see the world through their eyes”
  - Build cognitive and perceptual skills
  
(Klein, 2015)

Developing Expertise: the Shadow Box Technique

- Originally developed by New York Fire Department Battalion Chief, Neil Hintze
  - Designed to give trainees a glimpse of the inner thought processes of expert firefighters
- Video-based training tool for use across a variety of domains to get a large number of novices up to the skill level of experts
  
(Klein, Hintze, & Saab, 2013)
Support for the Shadow Box Method

Hintze (2008); Klein & Baxter (2009)
- Allowing students to “see the world through the eyes of the expert without having the expert present” based on cognitive transformation theory

Flanders, Gunn, Wheeler, Newsome, and Altman Klein (2017)
- developed a process evaluation project using a specific method of cognitive skills training to expose inexperienced nurses to expert thinking and help them develop more advanced cognitive skills.

Harder and Turner (2020)
- Used a modified ShadowBox technique with application of INACSL Simulation Design standards to create a non-manikin simulation experience to develop clinical decision-making and communication skills among nursing students.

Borders, Polander, Klein, & Wright (2015)
- Found that using scenario-based instruction to train novices in the perceptual and cognitive skills of experts within their domain can also serve as a diagnostic tool prior to training.

Demonstrating the Shadow Box Technique to Develop Expertise

The Scenario
- Select a video of a challenging situation
- Present to small groups of students with decision points and pauses

The Challenge
- Students discuss course of action
- Establish priorities and provide rationale

Expert Eyes
- Video resumes
- Students discover how the expert would respond

Reflective Debrief
- Facilitate comparison of similarities and differences in decision-making
- What does the student find new and valuable?
Strategies for using Shadow Box technique: Virtual Coaching

Simulation-based coaching

- Involves action-based and concrete ways of developing theoretical and practical competence (Salminen-Tuomaala, Hallila, Niinimäki, & Paussu, 2020)
- Development of emotional intelligence and situational awareness (Salminen-Tuomaala, 2020)

Expert performance approach

- Uses a practice-based learning and improvement framework
- Helpful in achieving and maintaining expertise (Sachdeva, 2019)

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