APPENDIX 1: Survey questions.

Preceptor Perspective Survey

1. What is your gender?
   - Female
   - Male
   - Non-binary/third gender
   - Prefer to self-describe (please specify)
   - Prefer not to say

2. Are you currently working as a pharmacist?
   - Yes
   - No

3. If yes, where are you working as a pharmacist?
   - Community pharmacy
   - Hospital pharmacy
   - Other: please specify

4. Are you currently a pharmacy learner?
   - Yes
   - No

5. If yes, which program are you currently enrolled in?
   - Residency program
   - Undergraduate pharmacy program
   - Post-baccalaureate PharmD program
   - Entry-to-practice PharmD program
   - Other (please specify)

6. Are you currently, or have you ever been, a preceptor?
   - Yes
   - No

7. If yes, what type(s) of learners have you precepted?
   Check all that apply.
   - Pharmacy resident
   - Undergraduate pharmacy student
   - Entry-to-practice PharmD student
   - Post-baccalaureate PharmD student
   - Other type of pharmacy learner (please specify):
   - Learner from other discipline
   - Other (please specify): 

8. If yes, how many learners have you precepted? (please estimate)

9. From which perspective would you like to complete the rest of the survey?
   - Learner
   - Preceptor
   - Both

10. How many years have you been a preceptor? _____

11. How many learners have you precepted on average per year? ______________

12. As a preceptor, have you ever experienced conflict with a learner?
   - Yes
   - No

   (If no, end of preceptor survey)

Thinking of your experience as a preceptor in experiential rotations please respond to the following questions.

13. As a preceptor, how many learners have you experienced conflict with? Please estimate:

14. Thinking about the learner with which you had the most conflict, how often did conflict occur?
   - Once in the rotation
   - Monthly
   - Every few weeks
   - Weekly
   - Daily
   - Multiple times per day

15. Over time as a preceptor, I have experienced more conflict with learners:
   - When I was a new preceptor
   - As a veteran preceptor
   - Equally throughout my career as a preceptor
   - Other: Please specify: 

16. As a preceptor, I felt that the type of conflict I experienced with learners changed over time and as I became more experienced.
   - 1. Strongly agree
   - 2. Agree
   - 3. Neutral
   - 4. Disagree
   - 5. Strongly disagree

17. As a preceptor, which of the following issues has led to a conflict with the learners? Check all that apply.
   - Ethical issues
   - Preceptor's personal issue (health, family issue, stress)
   - Learner's personal issue (health, family issue, stress)
   - Professionalism
   - Punctuality/attendance
   - Communication issues
   - Learner's knowledge and skills
   - Teaching vs learning style preference
   - Different expectations
   - Personality conflicts
   - Learner independence
   - Different values
   - Other: Please specify ____________

18. As a preceptor, which type of conflict occurred the most frequently? Please select one of the following.
   - Ethical issues
   - Preceptor's personal issue (health, family issue, stress)
   - Learner's personal issue (health, family issue, stress)
   - Professionalism
   - Punctuality/attendance
   - Communication issues
   - Learner's knowledge and skills
   - Teaching vs learning style preference
   - Different expectations
   - Personality conflicts
   - Learner independence
   - Different values
   - Other: Please specify ____________

19. As a preceptor, which of the following conflicts have you found most stressful? Please select one of the following.
   - Ethical issues
   - Preceptor's personal issue (health, family issue, stress)
   - Learner's personal issue (health, family issue, stress)
   - Professionalism
   - Punctuality/attendance
   - Communication issues
   - Learner's knowledge and skills
   - Teaching vs learning style preference
   - Different expectations
   - Personality conflicts
   - Learner independence
   - Different values
   - Other: Please specify ____________

20. As a preceptor, which of the following conflicts is the most challenging to address? Please select one of the following.
   - Ethical issues
   - Preceptor's personal issue (health, family issue, stress)
   - Learner's personal issue (health, family issue, stress)
   - Professionalism
   - Punctuality/attendance
   - Communication issues
   - Learner's knowledge and skills
   - Teaching vs learning style preference
   - Different expectations
   - Personality conflicts
   - Learner independence
   - Different values
   - Other: Please specify ____________

21. Have you had the same type of conflict with multiple learners?
   - Yes   ○ No

22. What outcomes have arisen from conflicts with learners? Check all that apply.
   - Facilitated student growth
   - Facilitated preceptor's growth
   - Affected the preceptor-learner relationship positively
   - Affected the preceptor-learner relationship negatively
   - Destructive to preceptor's image
   - Destructive to learner's image
   - Growth of learner was impeded
   - Growth of the preceptor was impeded
   - Compromised health of learner
   - Compromised health of preceptor
   - Other: Please specify ____________

23. I have generally felt comfortable addressing conflicts with learners.
   - 4. Disagree   ○ 5. Strongly disagree

24. I have generally felt comfortable working with learners after a conflict.
   - 4. Disagree   ○ 5. Strongly disagree

25. I felt that conflicts were resolved
   ○ 1. Always ○ 2. Frequently ○ 3. Sometimes
   ○ 4. Almost never ○ 5. Never

26. I take the initiative to resolve conflict with the learner
   ○ 1. Always ○ 2. Frequently ○ 3. Sometimes
   ○ 4. Almost never ○ 5. Never

27. As a preceptor, which methods have you used to resolve conflict with the learner? Check all that apply
   ○ Communicated verbally with learner
   ○ Communicated in writing with learner
   ○ Involved another colleague or preceptor
   ○ Involved my supervisor
   ○ Involved program facilitator/mediator
   ○ Involved program director/coordinator
   ○ Other

28. Which method was the most effective in resolving the conflict?
   ○ Communicated verbally with learner
   ○ Communicated in writing with learner
   ○ Involved another colleague or preceptor
   ○ Involved my supervisor
   ○ Involved program facilitator/mediator
   ○ Involved program director/coordinator
   ○ Other

29. As a preceptor, I feel that the learner’s ability to perform was negatively impacted by the conflict.
   ○ 4. Disagree ○ 5. Strongly disagree

30. Has a conflict ever resulted in the learner failing their rotation?
   ○ Yes ○ No

31. Have you ever had to withdraw from your role as a preceptor due to conflict?
   ○ Yes ○ No

32. Has conflict with a learner in the past affected your willingness to offer rotations/take on new learners?
   ○ Yes ○ No

33. Please describe the worst conflict you’ve had with a learner and what resolution strategies you tried, and what strategy was most effective.

34. What outcomes have arisen from the worst conflict you had with the learner(s)? Check all that apply.
   ○ Facilitated student growth
   ○ Facilitated preceptor’s growth
   ○ Affected the preceptor-learner relationship positively
   ○ Affected the preceptor-learner relationship negatively
   ○ Destructive to preceptor’s image
   ○ Destructive to learner’s image
   ○ Growth of learner was impeded
   ○ Growth of the preceptor was impeded
   ○ Compromised health of learner
   ○ Compromised health of preceptor
   ○ Other: Please specify

Learner Perspective Survey

1. What is your gender?
   ○ Female ○ Male ○ Non-binary/third gender ○ Prefer to self-describe (please specify)

2. Are you currently working as a pharmacist?
   ○ Yes ○ No

3. If yes, where are you working as a pharmacist?
   ○ Community pharmacy ○ Hospital pharmacy ○ Other: please specify

4. Are you currently a pharmacy learner?
   ○ Yes ○ No

5. If yes, which program are you currently enrolled in?
   ○ Residency program ○ Undergraduate pharmacy program ○ Post-baccalaureate PharmD program ○ Entry-to-practice PharmD program ○ Other (please specify)

6. Are you currently or have you ever been a preceptor?
   ○ Yes  ○ No

7. If yes, what type(s) of learners have you precepted?
   Check all that apply.
   ○ Pharmacy resident
   ○ Undergraduate pharmacy student
   ○ Entry-to-practice PharmD student
   ○ Post-baccalaureate Pharm D student
   ○ Other type of pharmacy learner (please specify):
     _______________________
   ○ Learner from other discipline
   ○ Other (please specify): ______________

8. If yes, how many learners have you precepted?
   (please estimate)
   _______________________

9. From which perspective would you like to complete
   the rest of the survey?
   ○ Learner  ○ Preceptor  ○ Both

10. How many experiential rotations have you had?
    _______________________

11. How many preceptors have you had?
    _______________________

12. As a learner, have you ever experienced conflict with a
    preceptor?
    ○ Yes  ○ No
    (If no, end of preceptor survey)

14. Thinking about the preceptor with which you had the
    most conflict, how often did conflict occur?
    ○ Once in the rotation
    ○ Monthly
    ○ Every few weeks
    ○ Weekly
    ○ Daily
    ○ Multiple times per day

15. As a learner, which of the following issues has led to a
    conflict with your preceptor(s)? Check all that apply.
    ○ Ethical issues
    ○ Preceptor's personal issue (health, family issue, stress)
    ○ My personal issue (health, family issue, stress)
    ○ My professionalism
    ○ The preceptor's professionalism
    ○ Punctuality/attendance
    ○ Communication issues
    ○ My knowledge and skills
    ○ Teaching vs learning style preference
    ○ Different expectations
    ○ Personality conflicts
    ○ Preceptor skills and knowledge
    ○ Not giving me enough independence
    ○ Different values
    ○ Other: Please specify ______________

16. As a learner, which of the following types of conflict
    occurred the most frequently? Please select one of
    the following.
    ○ Ethical issues
    ○ Preceptor's personal issue (health, family issue, stress)
    ○ My personal issue (health, family issue, stress)
    ○ My professionalism
    ○ The preceptor's professionalism
    ○ Punctuality/attendance
    ○ Communication issues
    ○ My knowledge and skills
    ○ Teaching vs learning style preference
    ○ Different expectations
    ○ Personality conflicts
    ○ Preceptor skills and knowledge
    ○ Not giving me enough independence
    ○ Different values
    ○ Other: Please specify ______________
17. As a learner, which of the following conflicts have you found most stressful? Please select one of the following.
   - Ethical issues
   - Preceptor's personal issue (health, family issue, stress)
   - My personal issue (health, family issue, stress)
   - My professionalism
   - The preceptor's professionalism
   - Punctuality/attendance
   - Communication issues
   - My knowledge and skills
   - Teaching vs learning style preference
   - Different expectations
   - Personality conflicts
   - Preceptor skills and knowledge
   - Not giving me enough independence
   - Different values
   - Other: Please specify

18. As a learner, which of the following conflicts is the most challenging to address with the preceptor? Please select one of the following.
   - Ethical issues
   - Preceptor's personal issue (health, family issue, stress)
   - My personal issue (health, family issue, stress)
   - My professionalism
   - The preceptor's professionalism
   - Punctuality/attendance
   - Communication issues
   - My knowledge and skills
   - Teaching vs learning style preference
   - Different expectations
   - Personality conflicts
   - Preceptor skills and knowledge
   - Not giving me enough independence
   - Different values
   - Other: Please specify

19. Have you had the same type of conflict with more than one preceptor?
   - Yes
   - No

20. What outcomes have arisen from conflicts with preceptor(s)? Check all that apply.
   - Facilitated my growth
   - Affected the preceptor-learner relationship positively
   - Affected the preceptor-learner relationship negatively
   - Detrimental to preceptor’s image
   - Negatively impacted my image with others
   - My professional growth was impeded
   - My health was compromised
   - Other: Please specify

21. I have generally felt comfortable with the way preceptors have addressed conflicts with me.
   - 1. Strongly agree
   - 2. Agree
   - 3. Neutral
   - 4. Disagree
   - 5. Strongly disagree

22. I have generally felt comfortable working with the preceptor(s) after a conflict.
   - 1. Strongly agree
   - 2. Agree
   - 3. Neutral
   - 4. Disagree
   - 5. Strongly disagree

23. When conflicts have occurred, I was satisfied with how they were resolved.
   - 1. Always
   - 2. Frequently
   - 3. Sometimes
   - 4. Almost never
   - 5. Never

24. As a learner I have had to bring up a conflict with a preceptor.
   - 1. Always
   - 2. Frequently
   - 3. Sometimes
   - 4. Almost never
   - 5. Never

25. As a learner, it is better to just 'grin and bear with it' when conflict arises.
   - 1. Strongly agree
   - 2. Agree
   - 3. Neutral
   - 4. Disagree
   - 5. Strongly disagree

26. Which method to resolve a conflict between you and a preceptor are you most comfortable with?
   - Communicated verbally with me
   - Communicated in writing with me
   - Involved another pharmacist or preceptor
   - Involved the preceptor’s supervisor
   - Involved my program facilitator/mediator
   - Involved my program director/coordinator
   - Other

27. I felt that my ability to perform as a learner was negatively impacted by the conflict.

28. Has conflict ever affected your confidence?
   ○ Yes ○ No

29. Please describe the worst conflict you’ve had with a preceptor, what resolution strategies you tried, and what strategy was most effective. ______________

30. In the learner’s perspective, what outcomes have arisen from the worst conflict you had with the preceptor(s)? Check all that apply.
   ○ Facilitated my growth ○ Affected the preceptor-learner relationship positively
   ○ Affected the preceptor-learner relationship negatively ○ Detrimental to preceptor’s image
   ○ Negatively impacted my image with others ○ My professional growth was impeded
   ○ My health was compromised ○ Other: Please specify __________

Thank you for your participation!