

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

Supplementary material for Kendrick J, Beauchesne A, Lee YV, Corrigan S, Carr R. Conflict between pharmacy preceptors and pharmacy learners in experiential education. *Can J Hosp Pharm.* 2021;74(1):36-42.

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.
1. Strongly agree 2. Agree 3. Neutral
 4. Disagree 5. Strongly disagree
24. I have generally felt comfortable working with learners after a conflict.
1. Strongly agree 2. Agree 3. Neutral
 4. Disagree 5. Strongly disagree

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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.
 1. Strongly agree 2. Agree 3. Neutral
 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) _____
 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 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)
- Thinking of your experience as a learner in experiential rotations please respond to the following questions.*
13. As a learner, how many preceptors have you experienced conflict with? Please estimate:

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 _____

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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 conflict 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 _____

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27. I felt that my ability to perform as a learner was negatively impacted by the conflict.
1. Strongly agree 2. Agree 3. Neutral
 4. Disagree 5. Strongly disagree
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!