

Working with Investigators and Research Staff: Finding Teachable Moments

September 20, 2005

Act I

The research oversight environment is often viewed as vindictive and cold.

RCOs attending today's conference want to do the right thing.

Tension frequently exists between RCOs and study teams, threatening effective auditing systems.

Audits can be used as a learning experience, in a non-threatening environment.

How do you find teachable moments in an audit environment?



Act II, Scene 1

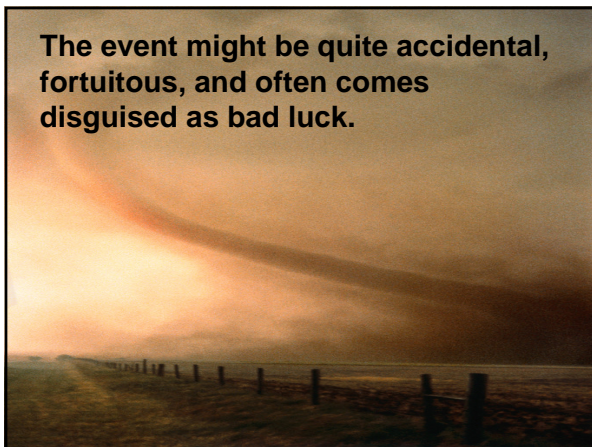
What are teachable moments?



Spontaneous opportunities to use an experience at hand to demonstrate a skill or principle.



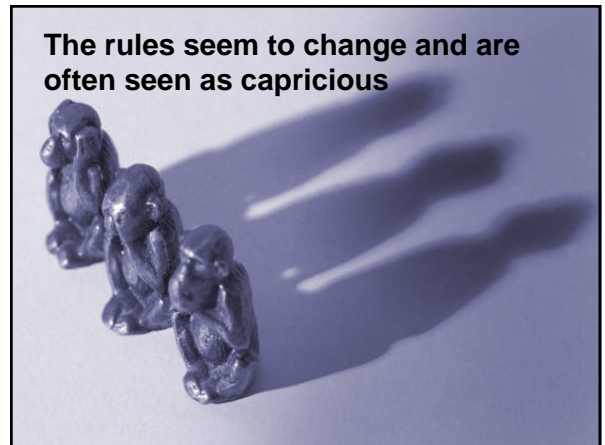
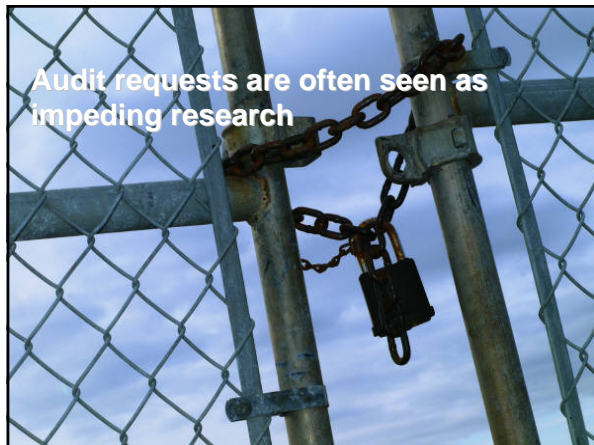
The event might be quite accidental, fortuitous, and often comes disguised as bad luck.



The teachable moment it is often incredibly uncomfortable and confronting.



Act II, Scene 2



Act II, Scene 3

