

Supplemental Material

Interview Protocol

1. Tell me about your experiences using R2C2 for ‘in-the-moment’ feedback?
 - a. What was the context of these discussions?
 - b. How often have you used the model in this way?
2. Focusing on the first “R”, relationship building, how have you established the relationship?
 - a. How did you know you were ready to have a discussion in which both you and the learner could participate in an open way?
 - b. Were there things you had to do/say to ensure you could have the discussion?
 - c. If you were to give someone advice on the tri-fold, what phrases would you adjust?
 - d. What would you put on the tri-fold for this section?
3. Focusing on the second “R”, reaction, how did you elicit a reaction from the learner?
 - a. Were there things you had to say/do to elicit the reaction?
 - b. If you were to give someone advice on the tri-fold, what phrases would you adjust?
 - c. What would you put on the tri-fold for this section?
4. Focusing now on the first “C”, content, how have you ensured you had a common understanding of the content?
 - a. Were there things you had to say/do to ensure that you were on the same page?
 - b. If you were to give someone advice on the tri-fold, what phrases would you adjust?

Lockyer J, Armson H, Könings KD, Lee-Krueger RCW, Roze des Ordons A, Ramani S, Trier J, Zetkusic MG, Sargeant J. In-the-moment feedback and coaching: improving R2C2 for a new context. *J Grad Med Educ.* 2020;12(1):27–35.

- c. What would you put on the tri-fold for this section?
5. Focusing on the 2nd “C” Coaching for Change, how have you been able to coach in this environment?
- a. Were there things you had to do/say in order to do coaching?
 - b. How did you ensure engagement with this stage?
 - c. Were you able to create an action plan?
 - i. Was it verbal or written?
 - ii. Can you describe an example of one that you and the trainee developed?
 - iii. Were you able to follow-up on the action plan?
 - iv. If so can you describe how you went about it?
 - d. Looking at the tri-fold again, what advice would you provide to modify the content in this phase and in the action plan?
 - e. What wording would you use in the tri-fold for this purpose?
6. What other advice do you have re modifying the tri-fold so that it is helpful for ‘in-the-moment’ feedback?