

Labor Management Project



**“Impacting Change
through Effective
Communication”**

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Session Agenda...

- Impact of Poor Communication
- Communication Process
- Challenges with Communication
- Ways to Improve your Communication Style



Impact of Poor Communication?

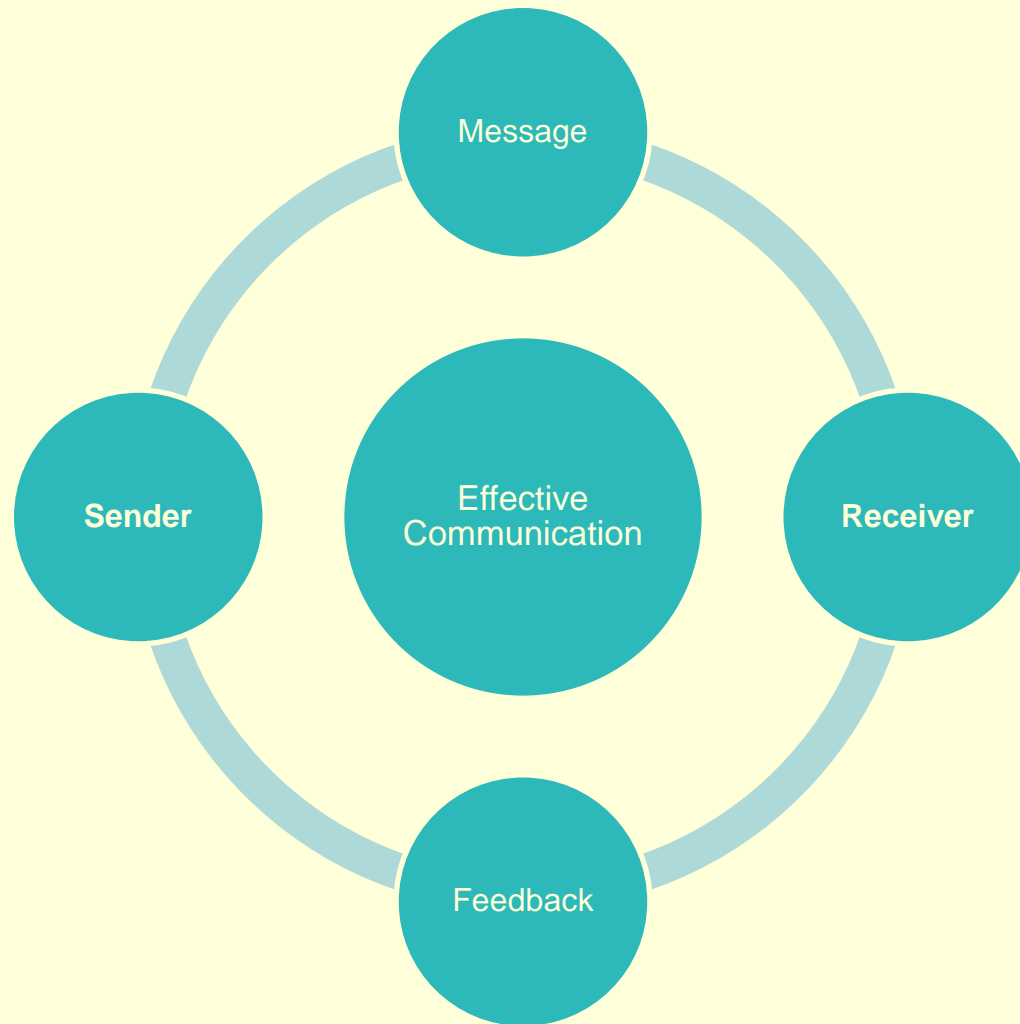




Impact...

- Ineffective Teamwork
- *Poor Patient & Staff Relations*
- Low Satisfaction Scores
- *Unhappy Work Environment*
- More Patient Care Errors
- *Reduced Patient & Worker Safety*

The Communication Process...





Barriers to Effective Communication

Internal:

- Cultural Norms
- *Physical Issues*
- Personal Style
- *Personal Experience*
- Personal Mood
- *Personal Expectations*
- Personal Focus

External:

- Words/Jargon
- *Noise*
- Sound Level
- *Focus on Listener*
- Expectations of Listener

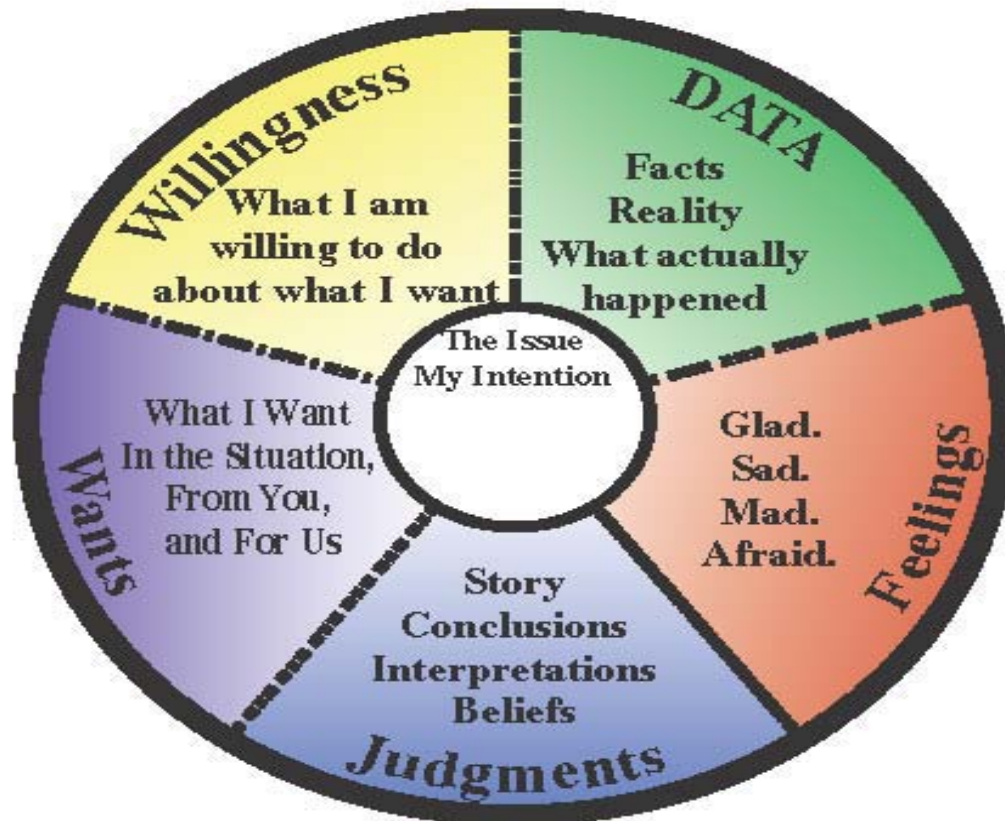
Listening for Understanding...

- Suspend pre-conceived notions
- Ask follow-up questions
- Restate/Rephrase for understanding
- Let them finish their thought
- If there are inconsistencies, probe for understanding
- Listen for feelings as well as thoughts
- Wait for them to talk after you ask a question
- Show understanding through non-verbal behaviors:
 - Posture
 - Tone of Voice
 - Facial Expressions
 - Gestures, body movements
 - Eye contact (depends on culture)



Improving Your Style...

COMPLETE COMMUNICATION





Tips for Providing Feedback...

- Make it simple
- *Provide the behavior which led to the feedback*
- Use careful language
- *Comes as soon as appropriate after the behavior*
- Empathize
- *Is direct from the Sender to the Receiver (do not use third party to send feedback)*
- Prepare for difficult situations
- *Is owned by the Sender who uses "I" messages*
- Check for clarity to ensure the receiver fully understands what's being conveyed

