“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...

Sender

Effective Communication

Message

Receiver

Feedback
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**

- Willingness: What I am willing to do about what I want
- Data: Facts, Reality, What actually happened
- Feelings: Glad, Sad, Mad, Afraid
- Judgments: Story, Conclusions, Interpretations, Beliefs
- Wants: What I Want In the Situation, From You, and For Us

The Issue My Intention
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