



WORKSHOP SUMMARY SHEET

TITLE: Impacting Change Through Effective Communications

LEADER: Clyde Riggins Jr., Consultant, Labor Management Project

SUMMARY: Communication is a skill that must be practiced constantly—especially as health care reform demands health care teams to work more effectively and efficiently. This presentation focused on the components of the communication process and how to build better working relationships through positive feedback, as well as a variety of tools and techniques to improve communication style.

THE CONTENT OF THIS WORKSHOP APPLY TO THE FOLLOWING AREAS:

Improving teamwork and workplace culture

THE MOST SIGNIFICANT ROLE LABOR-MANAGEMENT COLLABORATION CAN PLAY IN SUPPORTING THIS WORK IS:

- Having an open mind and embracing new techniques for improving the ways they communicate with staff, patients and each other.
- Being knowledgeable about industry trends.
- Being aware of satisfaction indicators your institution uses to set goals and priorities for patient and staff improvement.

THIS INFORMATION WILL AID YOUR FACILITY IN THE CHANGING THE HEALTH CARE ENVIRONMENT BY:

- Providing an empowered and positive work environment.
- Encourage risk taking risks without fear of retaliation.
- Improving working relationships and patient care.

THE THREE MOST IMPORTANT IDEAS OR LESSONS TO BE SHARED WITH OTHERS ABOUT THIS INITIATIVE:

1. Communication is a skill that must be practiced continually. You never can master communication.
2. Listening and providing constructive feedback is paramount in being an effective communicator.
3. Trying new techniques, tools and tips will improve overall communication skills.