Strategies for Effective Communication

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May 25th, 2021
Our Plan for Today

- Who’s in the room?
- Types of Communication
- Cases for Discussion
- Strategies to Employ
Who is in the room?
Where do you work?
What do you do?
Modes of Communication

Non-verbal
Communication – Reading Body Language

- Non Verbal: 55%
- Tone: 38%
- Words: 7%
Communication – Tone

- 38% Non Verbal
- 7% Words
- 55% Tone
Modes of Communication

Non-verbal

Verbal

Oral

Written

Face-to-Face

Virtual
Purposes of Conversation

1-Way

Cooperative

- Discourse
- Dialogue

Competitive

- Diatribe
- Debate

2-Way
Dimensions of Communication

Interpersonal

Team

Institution
Case #1
Over the last month, Doug has arrived late to work/class/lab three times. Two colleagues have come to you to talk about challenges they have had working with him including a lack of responsiveness (to emails, requests for help, portions of shared work). You are concerned that this is going to impede his success in his current role.

How do you tell Doug you want to meet?
What is your approach to the discussion?
What emotions come up as you anticipate this potentially challenging conversation?
Mirror neurons are pretty cool

How is our emotional state read by the folks with whom we are interacting?

Calm is just as contagious as panic or fear

Managing Emotions

Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.

-Viktor Frankl
In your discussion, what themes emerged about how you would approach this discussion?
Being on Zoom

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Fundamental Attribution Error

We judge ourselves by our intent

We judge others by their behavior

We make up stories about their intent

Most of us tell negative stories
Human Negative Bias

- Teflon & Velcro of compliments and critiques
- 5 to 1 ratio
- Establishing trust
Inference – Observation Confusion

After we guess at people’s intent, we forget that our guess, was just a guess

We then treat our guess as if it were a fact

Most of us don’t check our stories. We act on guesses
Tips for Better Listening

Suspend assumptions

Have a spirit of curiosity – practice inquiry

Listen, don’t reload

Reflect back your understanding
More Tips

Be fully present
Listen with your heart

“Is there more you’d like me to hear before I respond to what you are saying?”
Case #2
You are bringing together a new team to work together on a project. You know that a few members of the team are champions of the effort, and a few are much less enthusiastic. You are going to be working together for several months.

How do you start the first meeting?
How do you approach the first discussions?
What are your strategies for ongoing communication?
How did you plan to start the meeting?

Start presenting to display the poll results on this slide.
Prep for Effective Meetings

Does this really need to be a meeting?
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1-Way

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2-Way
Prep for Effective Meetings

Does this really need to be a meeting?

Yes

Do you have the right voices at the table?

Create an agenda

Send materials in advance for review

Consider any pre-meeting conversations

No

Write an email or share in another way
Sample Agendas

UW Medicine

UW MEDICINE PATIENT SAFETY & QUALITY EXECUTIVE COMMITTEE AGENDA

Date: May 12th, 2021
Time: 9:00-10:00 AM
Location: [Link to Location] Meeting ID: 968 7506 1178
Notes: Angelica Pires

Meeting Attendees
- Lisa Brandenburg
- Theresa Braunigrdt
- Beth Sitt
- Todd Burrin, MD
- David Byrd, MD
- Chantal Cayis
- Lisa Chew, MD
- Jerome Dayao
- Tom Dolla, MD
- Victoria Fang, MD
- Tom Gallagher, MD
- Rick Goss, MD
- Debra Gossin
- Cindy Hecker
- Thomas Hei, MD
- Ken Horner, MD
- Paula Houston
- Paul James, MD
- Christopher Kim, MD
- Trih Kiolb, MD
- Summer Kiernan Walley
- Nick Meo, MD
- Kurt Nascenbery
- Santiago Neme, MD
- Adam Parcher
- Jamie Park, MD
- Marcus Rhode
- Jeff Richey
- Cindy Sayre
- Amelie Schleyer, MD [Chair]
- Tom Steiger, MD
- Linda Stroh
- Matthew Weber
- Jane Yang
- Susan Zarabianowicz

Guests
- Steve Fijalka
- Jared Klein, MD
- Greg Terman, MD

1. Call to Order, Approval of Minutes, Announcements
2. Opioid Stewardship Committee Update
3. PAF Dashboard Update
4. FY22 PAF Quality Goal Targets

Schedule | Topic | Action | Leader(s)
--- | --- | --- | ---
2:00 – 2:10 PM | Announcements / Approve minutes | Decision making/informational | Trish & Sheryl
2:10 – 2:25 PM | Code Blue Debrief Process and Form | Decision making/Discussion | Group
2:25 – 2:50 PM | Case Reviews | Discussion | Trish & Sheryl

Next Meeting: September 25th, 2018 in SA-6434
(August 28th is cancelled)
The Start of a Meeting

Create a space for all voices

- Get to know the people, not just their position
- Establish ground rules for the group
- Take the temperature of the room
- Walk through your agenda with priorities
What were some strategies that you discussed?

Start presenting to display the poll results on this slide.
Running a Meeting

- Keep track of time and allow needed diversions
- Map out who has contributed & what
- Solicit input from all voices & amplify as needed
- Use silence strategically to allow processing
- Summarize with action items/key take homes
More Skills & Tips

- Focus on shared purpose and goals
- Balance advocacy with inquiry
- Express gratitude and appreciation
- Be open to an alternate pathway
Most of the work and much of the communication happens between meetings.
Tips for Using Zoom

Cameras * Chat * Engagement * Body Language
Tips for Using Zoom

- Establish ways to check in at the start
- Use polling to engage your audience
- Do some pre-work/pre-conversation
Tips for Email

- Start a draft with no names in the “To” box
- Think through who to include (or not include)
- Re-read your draft & seek input/feedback
- If it’s longer than a page, it’s too long
A Few More Tips

Start with gratitude ➔ “Thank you”

End with inquiry ➔ “What do you think?”

If it feels “hot” it is probably not an email
Case #3
You are in the midst of a pandemic. There is great uncertainty and change happening nearly daily. You are a leader in an institution where many members of the community are anxious and stressed.
What is your top priority in communication at this time?

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The Same Principles Apply

- Demonstrate shared purpose
- Emphasize transparency
- Find a way to listen
- Stay in dialogue
- Express gratitude
- Show up as a human
- Acknowledge missteps
Take Homes

- Identify goals and type of communication
- Lead with listening and inviting voices
- Employ email and meetings strategically
- Gratitude and inquiry go a long way
Thank you!

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