Strategies for Effective Communication

Anne Browning, PhD
Trish Kritek MD, EdM

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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?

Start presenting to display the poll results on this slide.
What do you do?

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Modes of Communication

Non-verbal
Communication – Reading Body Language

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

- Non-verbal
- Verbal
  - Oral
  - Written
    - Face-to-Face
    - Virtual
Purposes of Conversation

Cooperative

Discourse
Dialogue

Competitive

Diatribe
Debate

1-Way

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?
Purposes of Conversation

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1-Way

2-Way
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
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
“Is there more you’d like me to hear before I respond to what you are saying?”

More Tips

Be fully present

Listen with your heart
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.
The Start of a Meeting

Create a space for all voices

- Get to know the people, not just their position
- Take the temperature of the room
- Establish ground rules for the group
- Walk through your agenda with priorities
Prep for Effective Meetings

Does this really need to be a meeting?
Purposes of Conversation

1-Way

Cooperative
Discourse
Dialogue

Competitive
Diatribe
Debate

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

Medical Emergency Response Committee (MERC)
Meeting
August 7th, 2018
Room SA 6434

<table>
<thead>
<tr>
<th>Schedule</th>
<th>Topic</th>
<th>Action</th>
<th>Leader(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2:00 – 2:10 PM</td>
<td>Announcements / Approve minutes</td>
<td>Decision making/Informational</td>
<td>Trish &amp; Sheryl</td>
</tr>
<tr>
<td>2:10 – 2:25 PM</td>
<td>Code Blue Debrief Process and Form</td>
<td>Decision making/Discussion</td>
<td>Group</td>
</tr>
<tr>
<td>2:25 – 2:50 PM</td>
<td>Case Reviews</td>
<td>Discussion</td>
<td>Trish &amp; Sheryl</td>
</tr>
</tbody>
</table>

Next Meeting: September 25th, 2018 in SA-6434
(August 28th is canceled)
What were some strategies that you discussed?
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
After the Meeting

Share Discussion
• Minutes
• Summary email
• Individual outreach

Advance the Work
• Action items
• Feedback from larger group

Plan for the Future
• Follow-up on your to-do’s
• Plan for next meeting – When? Why?

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
- Re-read your draft & seek input/feedback
- Think through who to include (or not include)
- 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?
Purposes of Conversation

- Discourse
- Dialogue
- Diatribe
- Debate

1-Way: Cooperative

2-Way: Competitive
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
What's your top takeaway?

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Thank you!

pkritek@uw.edu
anneb7@uw.edu