Strategies for Effective Communication

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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?
What do you do?
Modes of Communication

Non-verbal
Communication – Reading Body Language

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

- Non Verbal: 38%
- Tone: 55%
- Words: 7%
Non-Verbal Matters in Virtual Spaces

Cameras  * Engagement * Body Language
Modes of Communication

Non-verbal

Verbal
  Oral
  Face-to-Face
  Virtual
  Written
Purposes of Communication

- **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.
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

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
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?
Breakout Discussions

Introduce yourselves to each other

Talk through the two questions – 10 minutes
In your discussion, what themes emerged about how you would approach this discussion?
Purposes of Communication

- **Cooperative**
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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
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
Leading with Curiosity

- Suspend assumptions
- Practice inquiry
- Listen, don’t plan response
- Reflect back your understanding

“Is there more you’d like me to hear before I respond to what you are saying?”
BREAK
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?
What are your strategies for engaging all members?
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
Does this really need to be a meeting?
Purposes of Communication

- Discourse
- Dialogue
- Diatribe
- Debate

Cooperative

1-Way

2-Way

Competitive
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 cancelled)
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
What were some strategies to engage all members that you discussed?
Divergent Opinions

- 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
Follow-up Communication by Email

Start with gratitude → “Thank you”

End with inquiry → “What do you think?”

If it feels “hot” it is probably not an email
Email is an Art

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
What's your top takeaway?

Start presenting to display the poll results on this slide.
Take Homes

- The majority of communication is non-verbal
- Begin by identifying goals and type of communication
- Lead with curiosity – listen and invite voices
- Employ email and meetings strategically
- Gratitude and inquiry go a long way
Thank you!

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