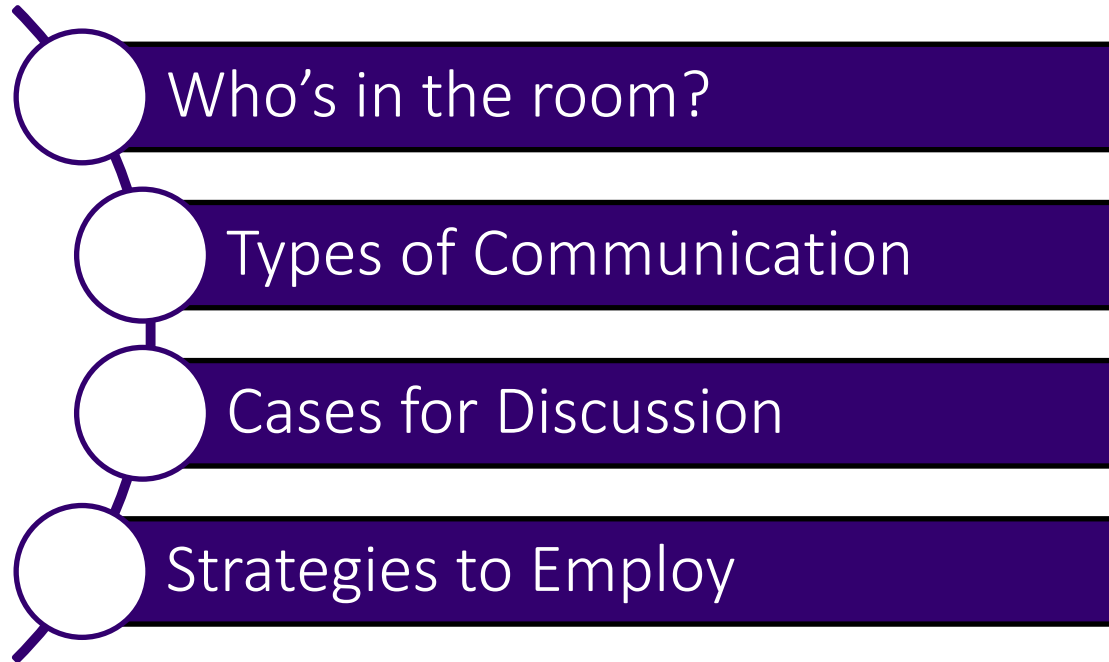


Strategies for Effective Communication

Anne Browning, PhD
Trish Kritek MD, EdM

May 15th, 2023

Our Plan for Today



Who is in the room?

slido




Where do you work?

① Start presenting to display the poll results on this slide.

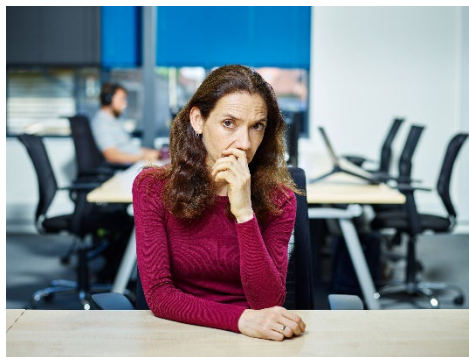
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What do you do?

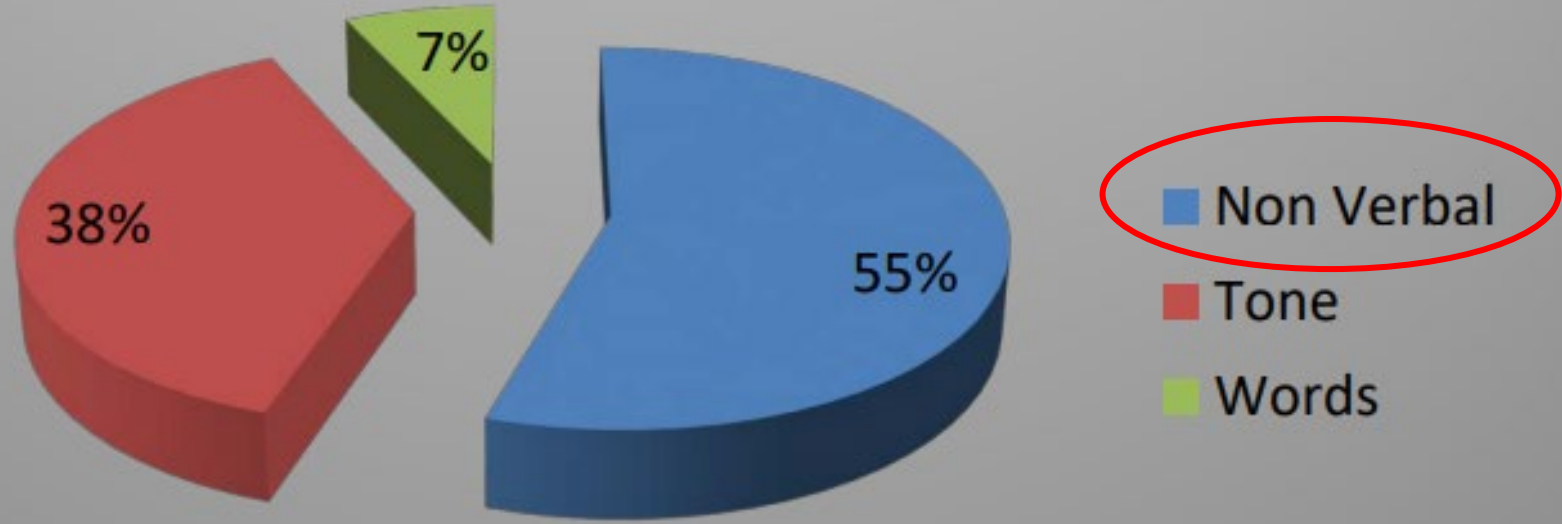
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Modes of Communication

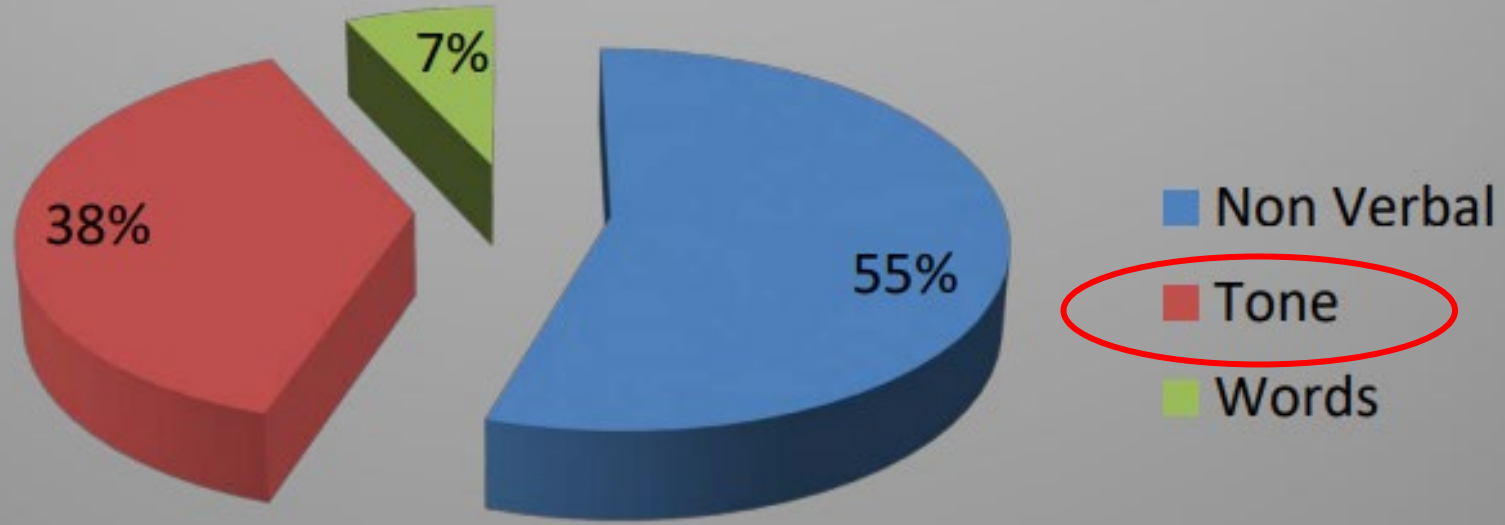
Non-verbal



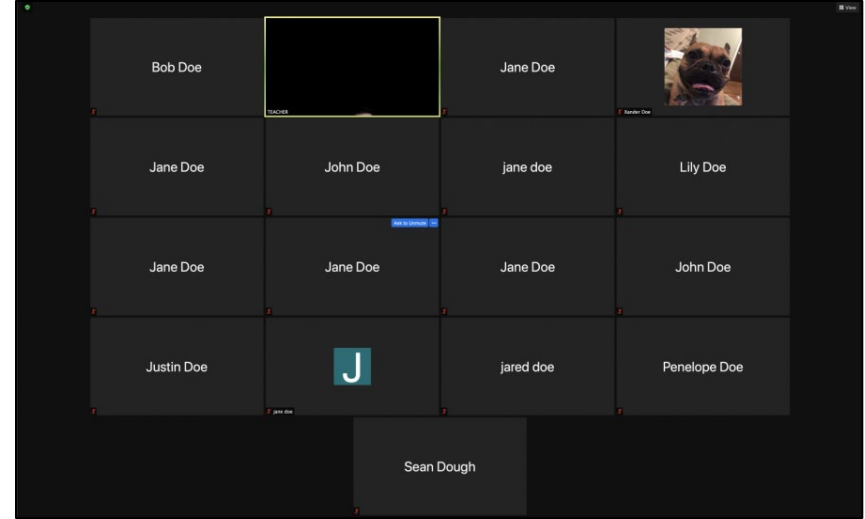
Communication – Reading Body Language



Communication – Tone

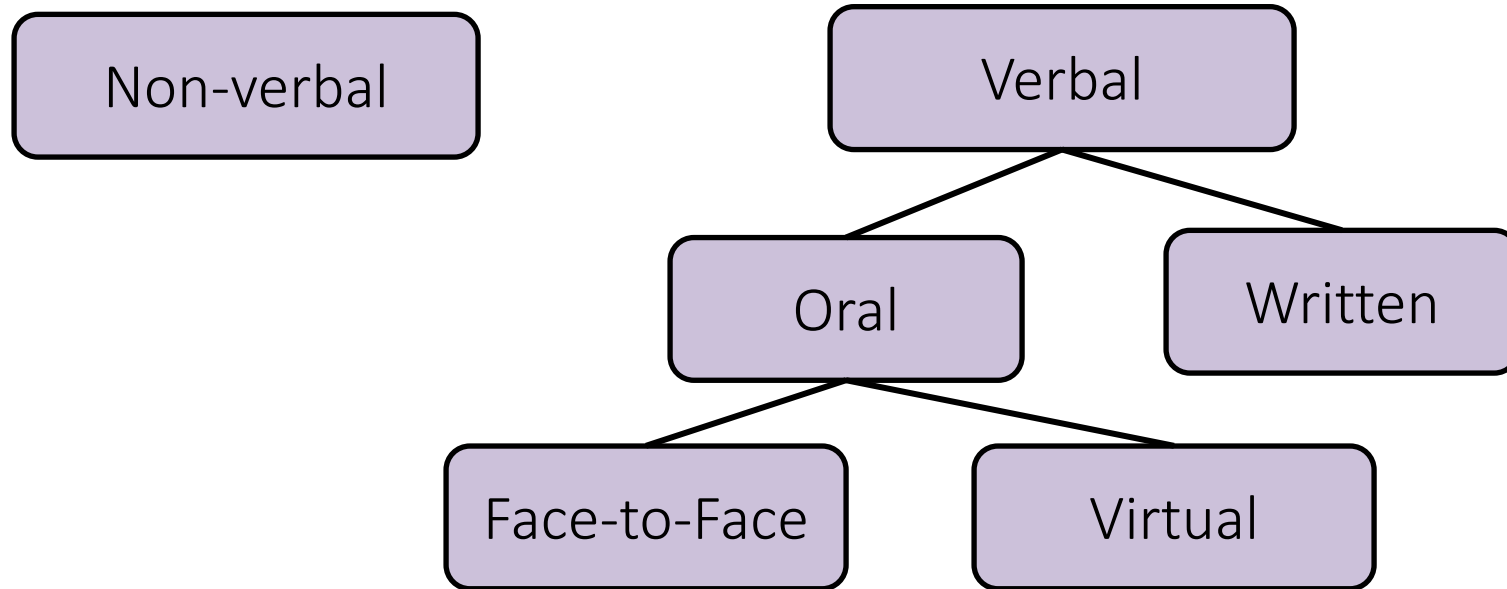


Non-Verbal Matters in Virtual Spaces



Cameras * Engagement * Body Language

Modes of Communication



Purposes of Communication



1-Way



Cooperative

Discourse

Dialogue

Diatribes

Debate

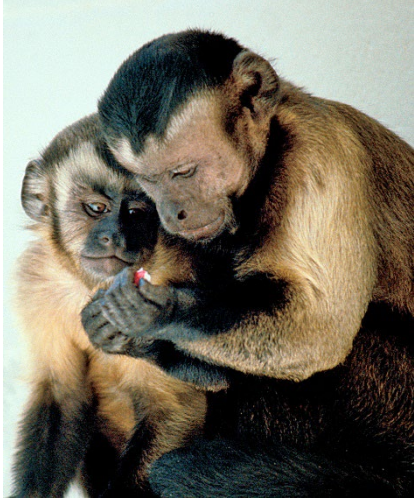
Competitive



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.

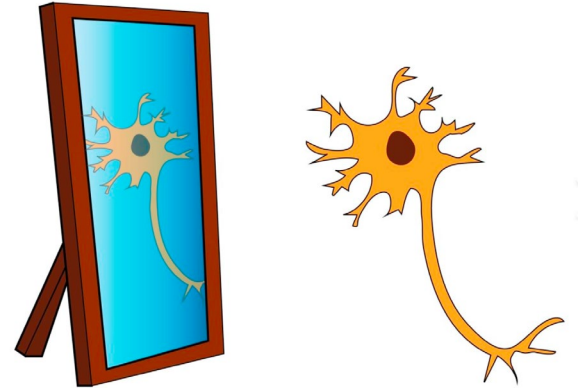
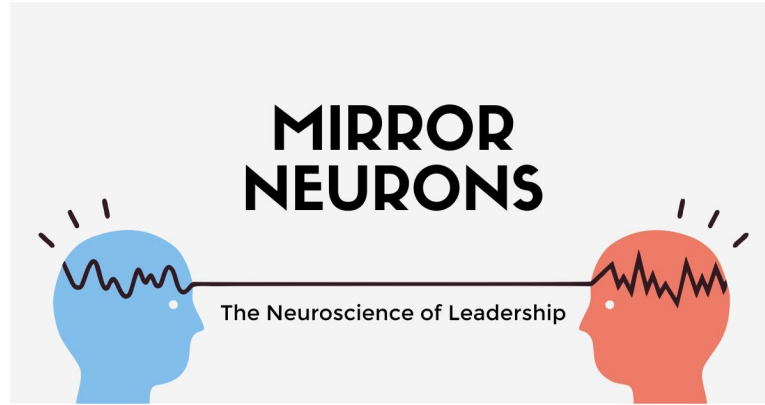


What emotions come up as you anticipate this potentially challenging conversation?

 Start presenting to display the poll results on this slide.

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

Goleman, D., & Boyatzis, R. (2008). Social intelligence and the biology of leadership. *Harvard Business Review*, 86(9), 74-81
Ringleb, A.H., Rock D., & Ancona, C. (2015). Neuroleadership in 2014. *Neuroleadership Journal*, 5, 1-27

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

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?

 Start presenting to display the poll results on this slide.

Purposes of Communication



1-Way



Cooperative

Discourse

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Diatribes

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Competitive



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

Breakout Discussions


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?

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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 Communication



1-Way



Cooperative

Discourse

Dialogue

Diatribes

Debate

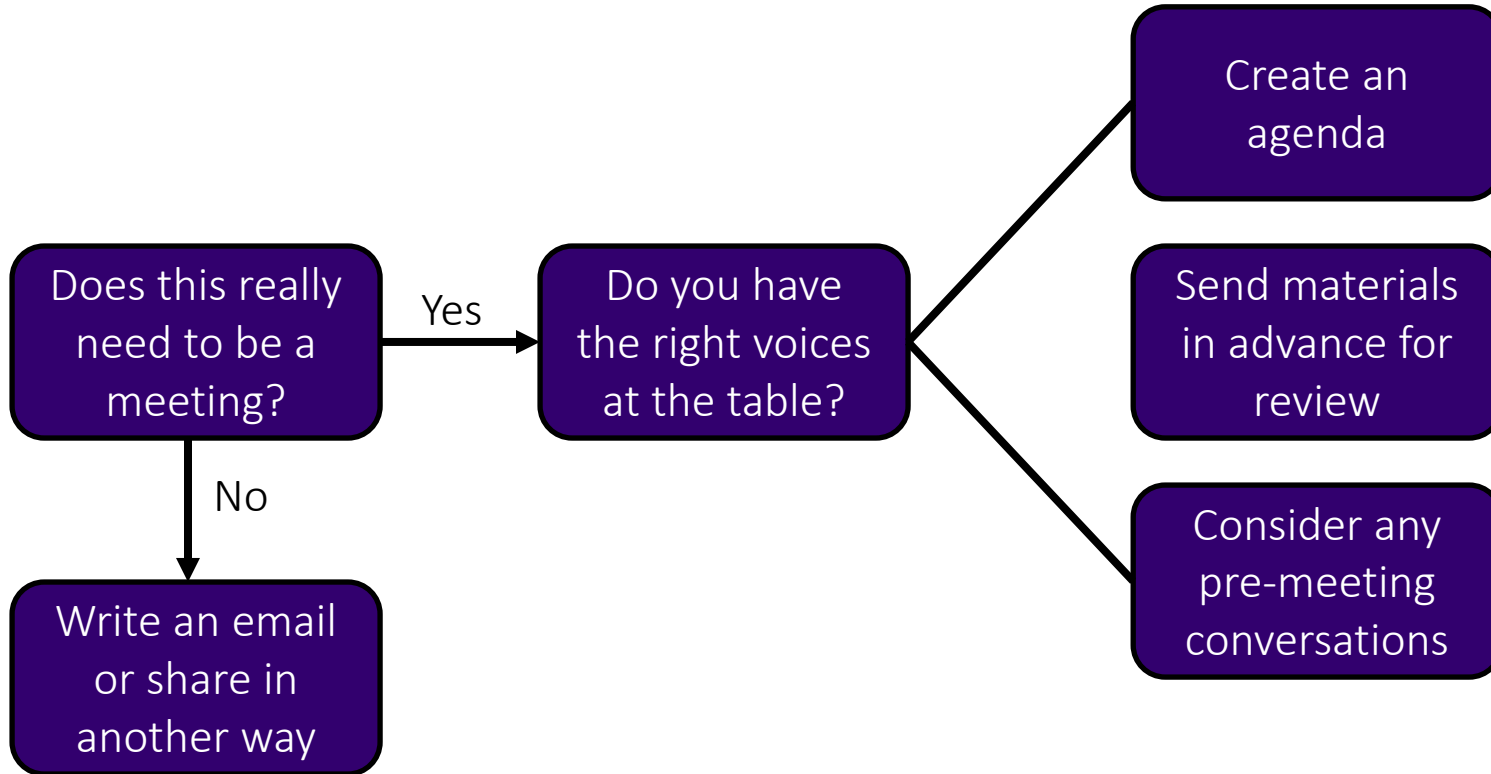
Competitive



2-Way



Prep for Effective Meetings



Sample Agendas

UW Medicine

UW MEDICINE PATIENT SAFETY & QUALITY EXECUTIVE COMMITTEE AGENDA

Date	May 13 th , 2021	
Time	9:00-10:00 AM	
Location	https://uw-phl.zoom.us/j/96815061178 Meeting ID: 968 1506 1178	
Notes	Angelica Perales	

Meeting Attendees

<input type="checkbox"/> Lisa Brandenburg	<input type="checkbox"/> Debra Gussin	<input type="checkbox"/> Adam Parcher
<input type="checkbox"/> Theresa Braungardt	<input type="checkbox"/> Cindy Hecker	<input type="checkbox"/> Jamie Park, MD
<input type="checkbox"/> Beth Britt	<input type="checkbox"/> Thomas Hei, MD	<input type="checkbox"/> Marcia Rhodes
<input type="checkbox"/> Todd Burstain, MD	<input type="checkbox"/> Kim Herner, MD	<input type="checkbox"/> Jeff Richey
<input type="checkbox"/> David Byrd, MD	<input type="checkbox"/> Paula Houston	<input type="checkbox"/> Cindy Sayre
<input type="checkbox"/> Chantal Cayo	<input type="checkbox"/> Paul James, MD	<input type="checkbox"/> Anneliese Schleyer, MD (Chair)
<input type="checkbox"/> Lisa Chew, MD	<input type="checkbox"/> Christopher Kim, MD	<input type="checkbox"/> Tom Staiger, MD
<input type="checkbox"/> Jerome Dayao	<input type="checkbox"/> Trish Kritek, MD	<input type="checkbox"/> Lindee Strizich
<input type="checkbox"/> Tim Dellit, MD	<input type="checkbox"/> Sommer Kleweno Walley	<input type="checkbox"/> Matthew Weber
<input type="checkbox"/> Victoria Fang, MD	<input type="checkbox"/> Nick Meo, MD	<input type="checkbox"/> Jane Yung
<input type="checkbox"/> Tom Gallagher, MD	<input type="checkbox"/> Keri Nasenbeny	<input type="checkbox"/> Sunniva Zaratkiewicz
<input type="checkbox"/> Rick Goss, MD	<input type="checkbox"/> Santiago Neme, MD	

Guests

<input type="checkbox"/> Steve Fijalka		
<input type="checkbox"/> Jared Klein, MD		
<input type="checkbox"/> Greg Terman, MD		

1. Call to Order, Approval of Minutes, Announcements	Schleyer	9:00am
2. Opioid Stewardship Committee Update	Fijalka/Klein/Terman	9:05am
3. PAF Dashboard Update	Goss	9:30am
4. FY22 PAF Quality Goal Targets	Parcher	9:40am

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

 Start presenting to display the poll results on this slide.

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



An email composition form with a 'Send' button on the left. The 'To', 'Cc', and 'Bcc' fields are grouped and highlighted by a yellow circle. Below these fields is a 'Subject' field. To the right of the 'Subject' field, the text 'Next Steps in Roll-Out' is visible.



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

slido

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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anneb7@uw.edu