



Strategies for Effective Communication

Teamwork and Communication Action Series

Webinar Two

Thursday April 27, 2017



Welcome!

Geoff Schierbeck



Danielle Simpson



Please note: this webinar is being recorded

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Thursday
6 April, 2017
14:00 - 15:00



Thursday
27 April, 2017
14:00 - 15:00



Thursday
18 May, 2017
14:00 - 15:00

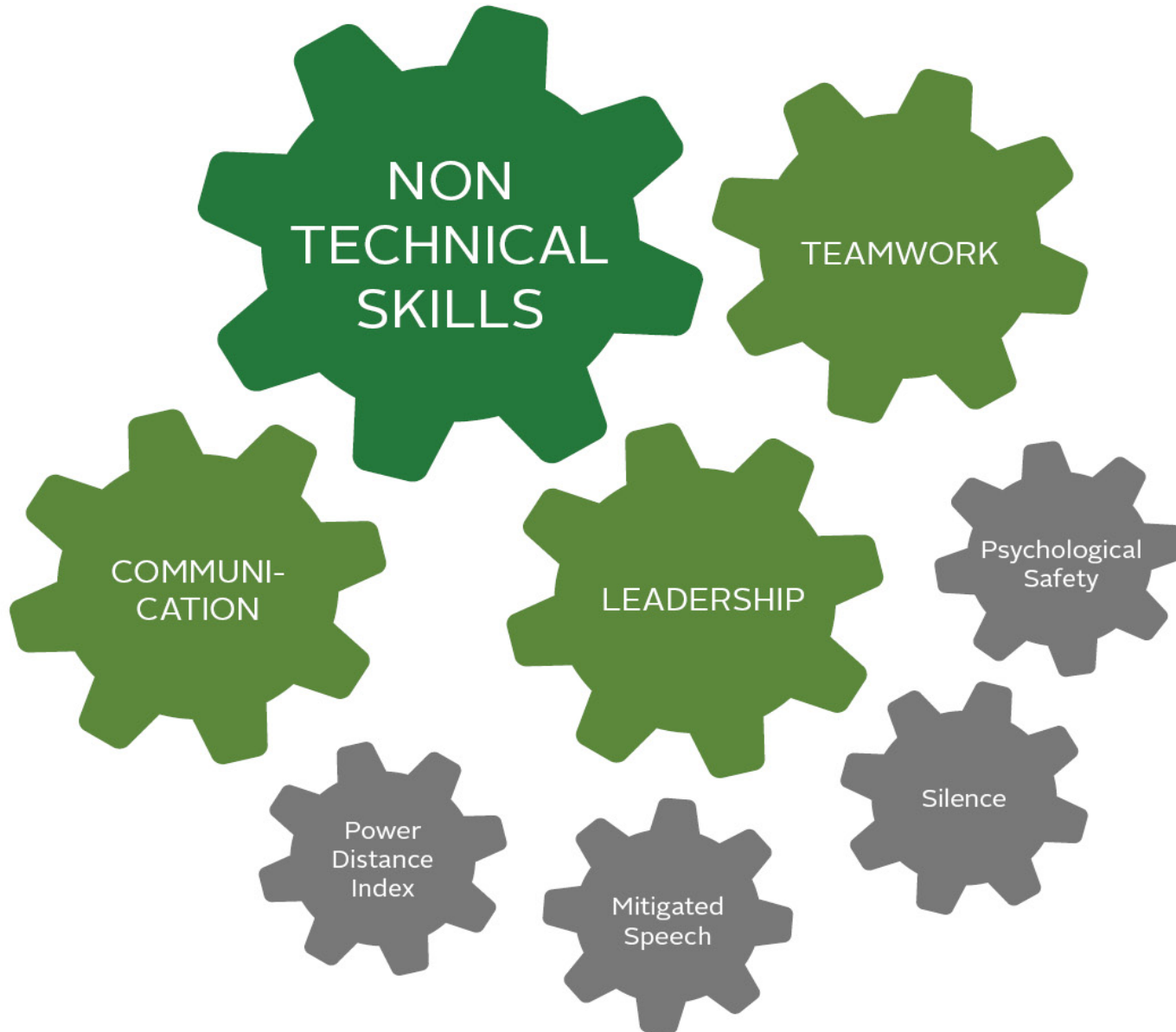


Thursday
14 June, 2017
14:00 - 15:00



← Action Period Work →

Summary of Webinar One





Simple Rules

*Fraser Health Authority
Residential Care Clinical
Practice Team*

What Are Simple Rules?

- Whether consciously or not teams engage according to a short list of simple rules.
- Simple Rules guide behaviours and interactions of members to establish the conditions that give rise to patterns in the system.
- Everyone at all levels uses simple rules to shape their decisions.

- Human Systems Dynamics

Rules For Simple Rules

- Create a short list of rules stated in positive language (3 or more) such as “Be respectful” rather than “Don’t be disrespectful”.
- Begin each rule with a verb.
- Must be generated and agreed on by the team being served.

Creating Our Simple Rules

- Started with a TRIZ Exercise by asking “How can we create the worst team?”
- Asked team members to think of Simple Rules to address what was identified in the TRIZ.
- Agreed on the Simple Rules we wished to keep as our team’s Simple Rules

Using Our Simple Rules

- We set aside time to reflect on Simple Rules regularly.
- We often “Recognize one another” at our meetings which is one of our Simple Rules.
- Team members have agreed to refer to the Simple Rules when/if needed to resolve issues.
- Manager refers team back to the Simple Rules to help identify issues and to strategize solutions.



What We Are Covering Today



UNSTRUCTURED COMMUNICATION

- Communication Styles
- Sense-making
- Direct communication
- Triangulation

STRUCTURED COMMUNICATION

- SBAR
- Huddles
- Three W's

“If **teams** are the foundation of health care delivery, then **communication** is the **cement** which holds teams together.”

- Poole & Real, 2003



Creating a common mental model



“Team communication seems to be one of our biggest issues. I think we all have different personality types that is impacting how we communicate.”

“The communication with each other is poor which leads to team members operating as individuals rather than as a team.”

“Communication is very indirect, and can be almost malicious.”

Barriers in communication



Foundations for Effective Communication

- Understanding your team members different communication styles
- Acknowledging sense-making
- Using direct communication
- Avoiding triangulation



Poll!

Has your team ever done a communication or personality assessment?
(i.e. SDI, Myers Briggs, etc.)

A: Yes

B: No

C. Unsure



Everyone has their own communication style...and that's good!



Detail-oriented
Empathetic
Nonconfrontational
curious
Risk-taker Risk-adverse Logical
Visionary Methodical Diplomatic
Deeply Introvert Competitive
Focused
Extrovert



Understanding communication styles


- Open communication with your team about your communication style and preference
- Recognize how it influences the way you communicate with others
- Think how you can lean into the communication styles of others to 'bridge the gap' of your communication styles



Sense-making

A high-speed photograph of a water splash on a teal background. The splash is centered, with a crown-like shape of water rising from a point of impact. Several smaller droplets are suspended in the air above the main splash. Concentric ripples spread out from the center of the splash across the surface of the water.

“making up a story about other people’s experience to fill in gaps in our knowledge...”

A green speech bubble with a white border and a white drop shadow, pointing downwards. It contains a quote in white text.

“Team members have very different communication styles... Some react emotionally and this can feel unsupportive and this can easily be taken personally. Sometimes the emotional reaction comes prior to full investigation of an issue or event. I would like to see more ‘giving others the benefit of the doubt.’”

Acknowledging sense-making

- Ask questions... be curious...
- What is your mindset? Are you learning or judger?



Judger vs. Learner Mindset



Direct communication

“It is clear, straightforward, and involves the two-way, free-flowing sharing of thoughts, feelings, and ideas.

There is no pretense or hidden messages in **direct communication**; its purpose is quite simply to get or give information from one person or group of people to another.”



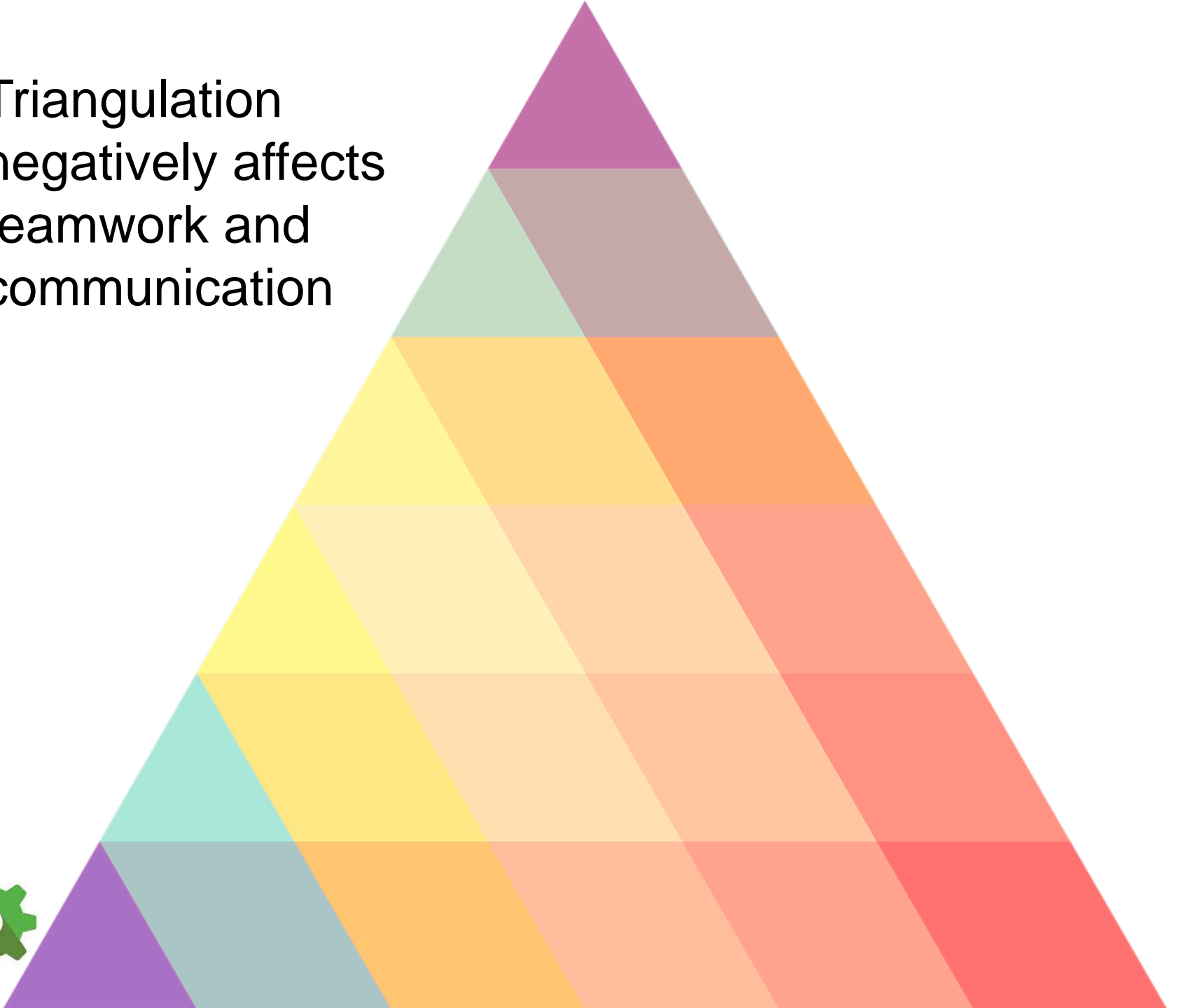
“Lots of attention paid to rumours/
gossip/untrue information.”

“Instead of approaching the
individual, gossip spreads.”

“There is more gossip than is healthy.”

“There are times when some
team members speak negatively
about each other.”

Triangulation
negatively affects
teamwork and
communication



Addressing triangulation in your team

- Personally reflect on the role of triangulation in your team
- When you see triangulation happen, how can you encourage a direct approach?
- Revisit your teamwork agreement –
 - What foundation can you establish within your team about direct communication?
 - Should ground rules be established around this?
- Create a psychologically safe environment in which to talk about difficult topics



Improving communication within your team

- Know your own communication style and how that may affect others
- Establish common language to minimize confusion. “I need clarity”
- Revisit your teamwork agreement
- Use structured communication tools to reduce misinformation
- Acknowledge how you listen



Listening

A bronze sculpture of a man with a thoughtful expression, looking slightly to the left. His right hand is raised to his ear, as if listening intently. Another man's hand is visible on his right shoulder, suggesting support or encouragement. The sculpture is set against a red brick wall. The word "Listening" is written in large white letters at the top of the image.

“a process that involves the interpretation of messages that others have intentionally transmitted in the effort to understand those messages and respond to them appropriately”

(Burleson, 2000)

“Most people do not listen to understand; they listen to reply.”

- Covey





UNSTRUCTURED COMMUNICATION

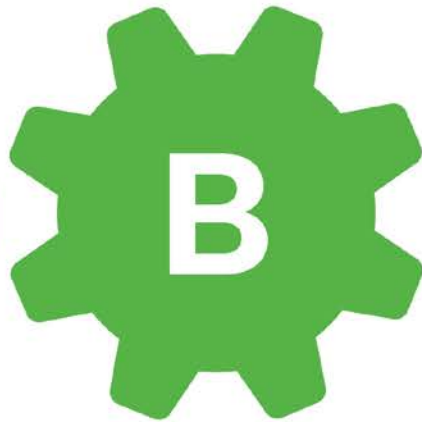
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SITUATION



BACKGROUND



ASSESSMENT



RECOMMENDATION

Source: Achrekar et al, 2002

Picture this...

You are the coordinator of a primary care clinic in a small community in BC. You have a client who is frequenting your clinic asking for a referral to a drug rehab program. She has needed emergency care in the recent past for overdoses and she appears to be a little more agitated than usual. Because of the current overdose crisis in BC, you are concerned about her wellbeing.



Situation

- Justine is a 23 year old female who is asking for an urgent referral to a rehabilitation center.

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Background

- She is a mother of one, and has been using injectable narcotics for three years. She has overdosed in the recent past which required emergency resuscitation.

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- Justine is a 23 year old female who is asking for an urgent referral to a rehabilitation center.

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- She is a mother of one, and has been using injectable narcotics for three years. She has overdosed in the recent past which required emergency resuscitation.

Assessment

- She appears to be more agitated than usual and you are concerned that if we don't help her today, she may not come back for help.

Situation

- Justine is a 23 year old female who is asking for an urgent referral to a rehabilitation center.

Background

- She is a mother of one, and has been using injectable narcotics for three years. She has overdosed in the recent past which required emergency resuscitation.

Assessment

- She appears to be more agitated than usual and you are concerned that if we don't help her today, she may not come back for help.

Recommendation

- I would like to continue assessing Justine, have you come in to assess her and we can look into what we can do to support her until she can get into treatment.

Huddles



“Shift huddles enhance
team communication
and **patient safety**”

- *Hayden et al, 2010*



Tips for successful huddles

- Consistent time
- 7 to 10 min max
- Central location
- Everyone standing



**When could/do you use
huddles?**



Three W's

- What I see
- What I am concerned about
- What I want



What I see

- *I can see that you have been given a few extra clients to follow up in the community this week.*

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What I am concerned about

- *I'm concerned that you won't be able to follow up with them all as it will take a lot of time commuting to each of their homes.*

What I see

- *I can see that you have been given a few extra clients to follow up in the community this week.*

What I am concerned about

- *I'm concerned that you won't be able to follow up with them all as it will take a lot of time commuting to each of their homes.*

What I want

- *I would like you prioritize who needs to be seen and create a schedule who needs to be seen this week and who can be followed up in other ways or be given to another OT.*

What value could using a structured communication tool bring to your team?



What We Covered Today

A decorative graphic consisting of a dashed green line that starts on the left, forms several overlapping circles and loops, and then extends horizontally across the top of the slide.

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Action period challenge!

1. Self-reflection (required)
2. Complete and discuss the communication style assessment (required)
3. Applied learning activities – pick at least one
 - There are 3 to choose from
 - Working through them as a team
 - Feel free to share your experience at an informal webinar or on the next webinar



“Great practical solutions!”

Informal Webinars

Wednesday, May 3rd at 9:00am

Thursday, May 11th at 2:00pm

culture@bcpsqc.ca

“Opportunity to ask questions and hear responses from a coach expert and others in the group.”



Don't forget! Webinar evaluations!!





Next Webinar:

14:00 – 15:00

Thursday May 18th, 2017



culture@bcpsqc.ca

