

Tell of Tales

How Communication Improves Connections

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9:00 – 10:00 am

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Improving Communication and Interpersonal Connections

The presentation will cover means, methods and examples for improving how we communicate and connect with others.

The following objectives allow us to explore how effective communication facilitates better connections with one another.

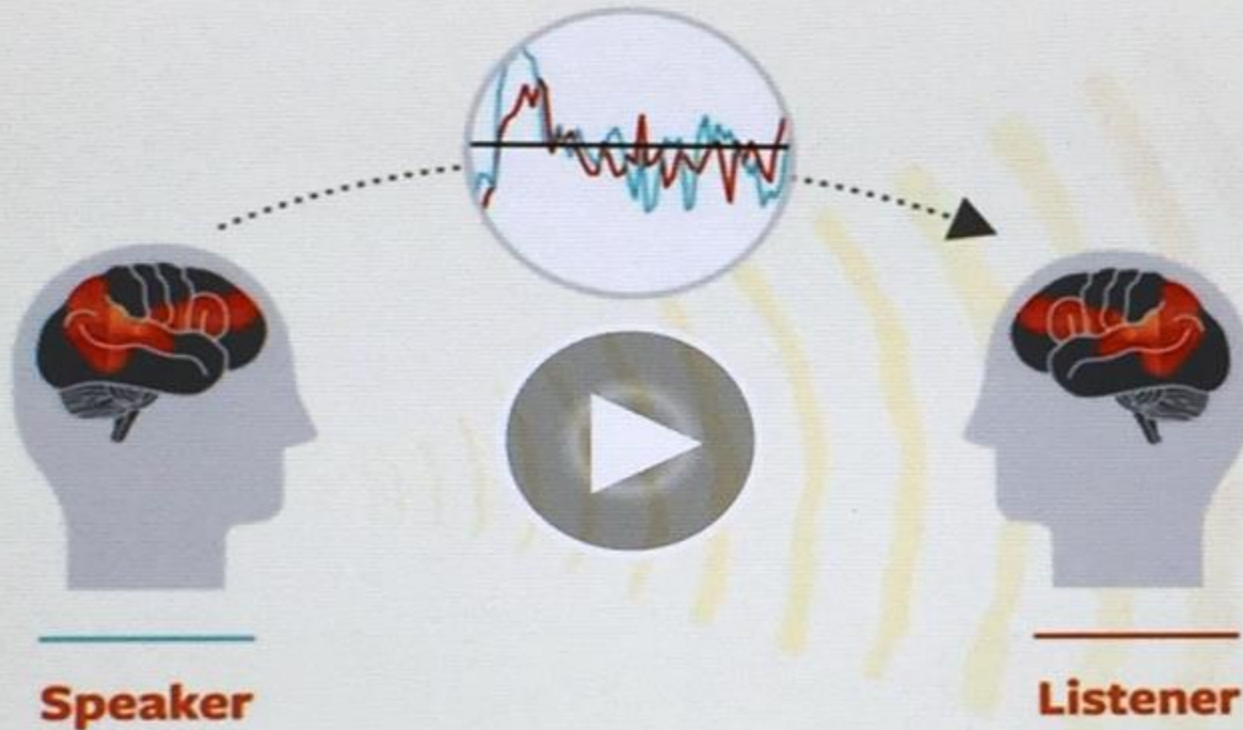
At the end of the session the participant will be able to:

- 1) **Learn communication facts and tools**
 - a. Discuss the importance of desire
 - b. Explain various means and methods for improvement
- 2) **Understand the two-word connection vision**
 - a. Be able to apply the concepts
- 3) **Implement strategies to maximize connection excellence**
 - a. Four things to improve connections going forward

Communication Facts: Brain Connections

- Brain scans studied sounds, words, and story meanings
- Neurons showed connections through brain synapses
 - Different brain scan images noted for sounds, words, and stories
- Speakers' stories sent the largest neuron connections
 - b. Ability to connect with another person is ability to develop common ground and understanding through communication
 - c. The stronger similarity between L ↔ S then ↑ Connection, Comprehension, and Productivity (Uri Hasson, "This is your brain on communication," May 2016)
- We transfer thoughts based on shared similarities
 - Based on trust and common ground with one another

Human Communication System Neural and Physical Entrainment Connection



**we saw that all these complex
patterns within the listeners**

Uri Hasson
May 2016

Silbert et al, PNAS
Stephens et al, PNAS

- Connections are made from effective communication steps coupled with a healthy desire to communicate
- If brain scans show we connect when we have understanding, increased similarities, and level common ground with one another.....
- Then what prohibits us from connecting with one another?

Potential Barriers to Communication

▪ Barriers

- Desire to believe/see connections can be developed
- Barriers prevent common ground and understanding
- Common communication barriers: emotional states, offenses, resentments, and distractions
 - Remedy barriers in order to strengthen communication and connections
- Different DISC Styles – require different methods
 - Understand and value differences to be effective
 - Different approaches carry different meanings
 - Important to understand as we communicate

Communication Considerations

- Communication is both easy and complex
- Connections take work
- Words matter
 - Being kind (warmth) is a passport
 - (Thanks, Thank you) in context
 - Less I, my, and pronoun use (we is fine)
 - Caution on when not to talk
 - Listen
 - Pause before responding

Body Language Elements

Negative affects:

- Emphatic Head nodding
- Start walking off while other person is talking
- Negative Facial
- Distracted

Positive affects:

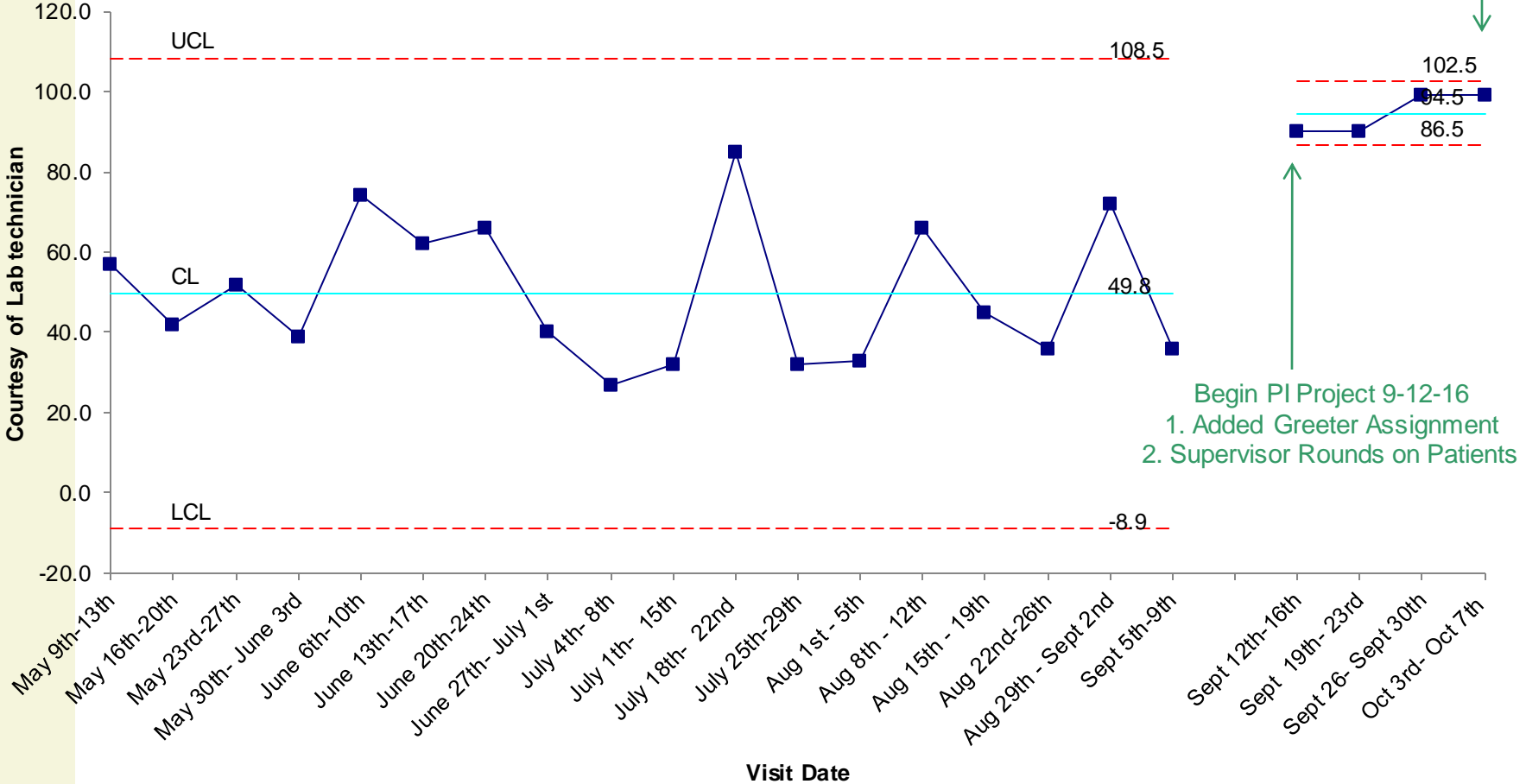
- Eye contact
- Empathic body language
- Smile
- Positive body language

Communication Healthcare Facts

- HealthCare spends little time investing in peoples' communication skills amongst workers
- What are the consequences of poor communication and connections in healthcare?
- Health industry is now banking on effective communication aptitudes
 - Patient surveys about patient experience (funding)
 - Discharge planning schedules (readmits = expense)
 - Employee surveys (communication)
 - Employee evaluations (behavior assessment)

Communication Change

Courtesy of Lab technician- KHO Patient Survey Question % Ranking by Week of Patient Visit



Communication Tools: Clear and Concise Emails

- Professionals need to be clear and concise
 - Understand and monitor your audience
 - Subject line repeated in first two sentences
 - Learn to compose with exact simplification
 - Re-read before sending in order to connect
 - Exhibit Empathy before responding
 - Being timely, concise & kind takes practice
 - Difficult relationships require additional time when composing emails

Clear and Concise Email Tale

Poor Example:

Mable and I spoke about a problem we are having and I talked for a long time about the struggles I am witnessing over the night shift's overtime (versus the second shift's overtime) and I could never come to a decision because of the difficulties we have without being able to see the other person's point of view. I feel strongly about my position and Mable feels strongly about her's. I think the people on both shifts will simply continue to abuse the overtime without any regard to.....

Good Example:

- Mabel and I seek insight on how to manage an overtime conflict amongst the 2nd and 3rd shifts
- NOTE: Count the 'I's in an email before sending
- No need to be wordy in getting the point across
 - Less is better, especially when emotions are involved

Poor Email Examples

- “Can you tell me the plans for install? As usual I haven’t heard from them and there is a meeting on Friday and I would like to update the other people. You know how everyone can be.”
- “I would really appreciate it if everyone would let me know the details of the last meeting I missed. It is difficult to manage the needs for my department, listen to the needs of my people at the same time, and troubleshoot my multiple problems especially when I have so much to do.”

Poor example:

- The need to increase quality and decrease risks for improper labeling is critical in today's errors for laboratory testing and for correctly resulting patients' tests and results

Positive alternative:

- Minimize errors by correctly labeling lab specimens

PowerPoint Examples

Poor example:

- It is important to understand how to effectively communicate with all the nursing units about how to appropriately label lab specimens, after collecting and before sending specimens to the lab for testing

Positive alternative:

- Review correct processes when collecting lab tests

Communication Improvement Tools

- How do we improve communication?
 - Pre-planning, huddles and de-briefs
 - Respond to words involving: **concern**, **uncomfortable**, and/or **safety** (TeamSTEPPS 2.0)
 - No more than 4 to 5 emails maximum/topic
 - ◆ Call the person. Connect and build trust
 - What is your focus? Where is your heart?
 - If it is all about ‘you’ – you will not connect
- Ask employees the right questions:
Do not ask ‘Why’ questions of employees, instead ask who/what/where/how questions
(HBR, *Giving Difficult Feedback*, May 15, 2015)

Communication Thoughts

- The ability to communicate is assumed
 - Assumption that leaders communicate well
 - Need to offer training to new leaders/staff
 - How does one measure effective communication?
 - Poor outcomes gain attention
 - EQ is critical to effectively learn
 - OJT is usually how we learn
 - Action taken first.....usually learn after

Two-Word Observations

- Two words seen in the context for connecting:
 - How someone manages rejection
 - How insight is received and processed
 - What is making you feel disconnected
 - How you handle and manage conflict/change
 - How you handle other peoples' successes
 - How you manage power
 - Choose two words you desire to project

Two-Word Descriptor Tale

- Another department story on ‘power’:
 - Manager on FML for two months
 - Discipline holding firm for 5 weeks
 - Another Supervisor subbing
 - Chaos ensues and called to assist
 - 10 employee complaints in later 3 weeks
 - Asked for two words to describe feelings
 - Two words described for this department

Maximize Connection Excellence

- We get in the way
 - We protect our shortcomings and hang-ups
- Four ultimate things improve communication and connections:
 1. Expect and accept set-backs and trials with others. Honor principles. Ask for help.
 2. Take responsibility for your own mental, emotional/spiritual and physical well-being.
 3. Become really, really good at forgiving. Forgive and go forward for past differences (us vs. them).
 4. Learn to serve others by embracing empathy. Better to love than to be right!

NOTE: Connections work if there is trust!

Believe in Being Able to Connect

“Speech is the mirror of the soul: as a man speaks, so is he.” (Publius Syrus, 1073)

- Having the desire is key to effectively communicate and foster healthy connections and outcomes
- We develop when we decide to improve
- Serve and bring joy to the lives of others. Forget yourselves and enjoy connecting!

Questions ????