

Celebrate the Benefits of a Lifelong Commitment with Effective Communication



Objectives

- Recognize types of communication that affect our everyday work.
- Formulate a plan to improve your communication
- Value the lifelong commitment with effective communication.





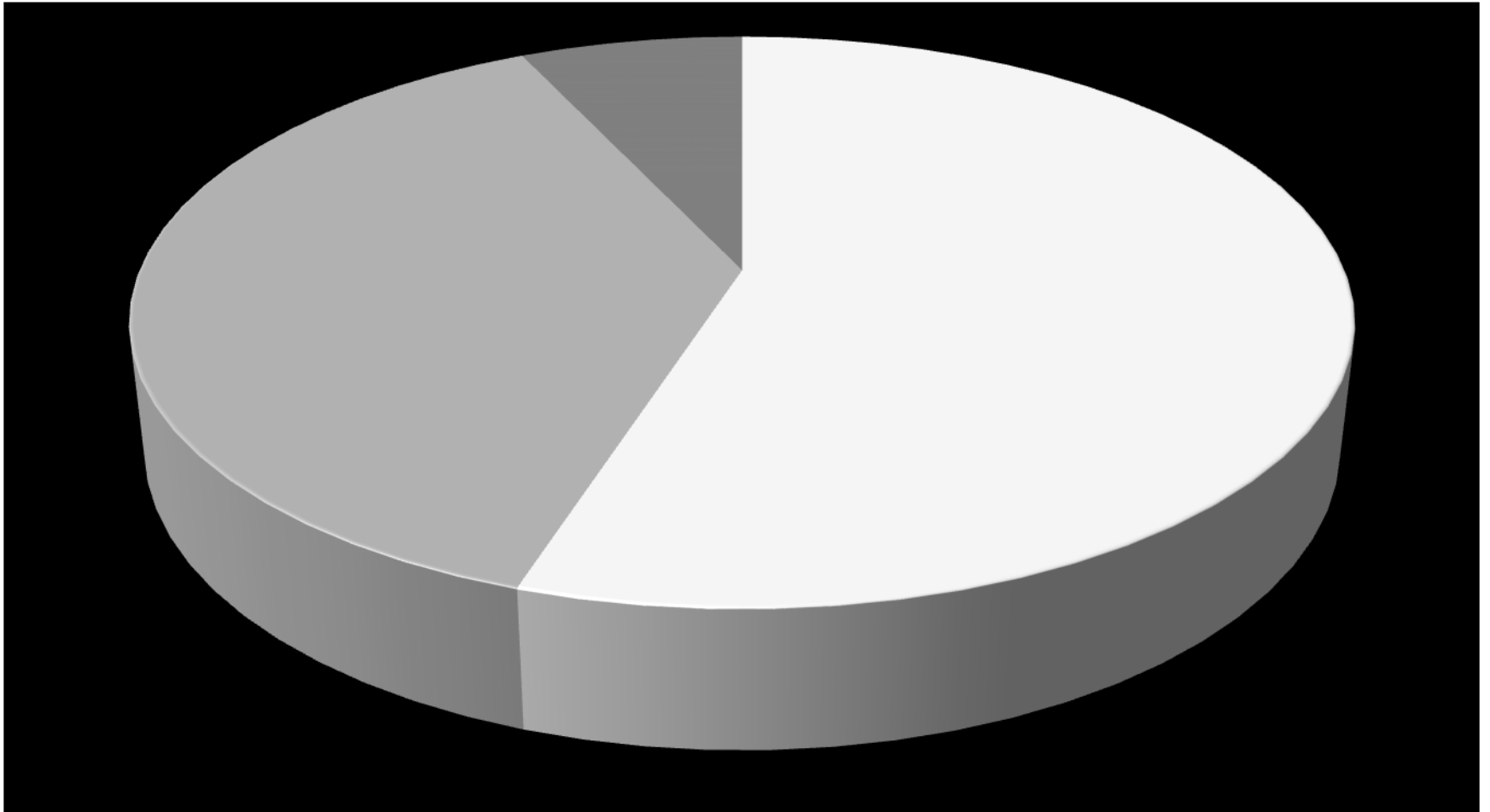
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Communication

A process by which information is exchanged between individuals through a common system of symbols, signs, or behavior



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Words spoken (Verbal)

That which is literally being said.



Intonation (Vocal)

How something is said



Body language (Visual)

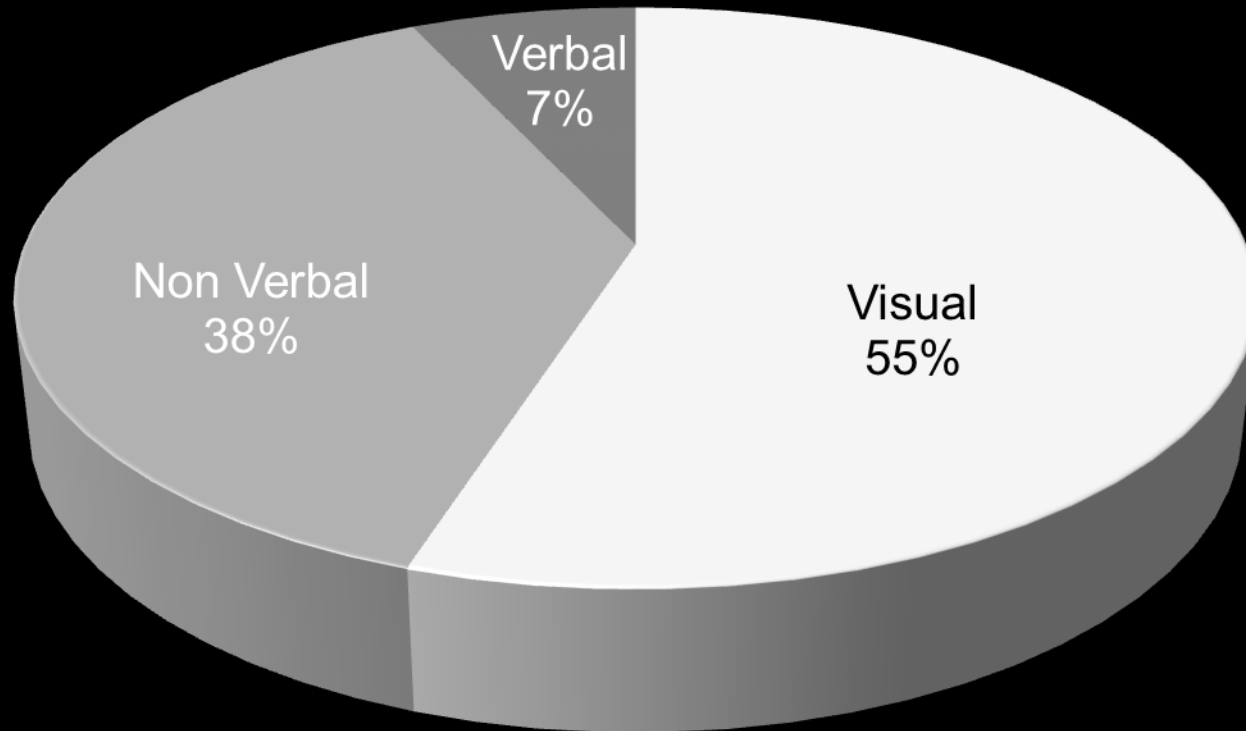
Posture

Facial expressions

Gestures



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Ineffective Communication

- Misinterpretation
- Defensiveness
- Hostility
- Disengagement
- Withdraw
- Unhappiness
- Lateral violence
- Stress
- Burnout
- Poor patient outcome
- Broken Relationships
- Embarrassment
- Error
- Stress
- Turnover
- Anxiety



Effective Communication

- Collaboration
- Collegial Respect
- Cooperation
- Receptiveness
- Positivity
- Comradery
- Empowerment
- Mutual support
- Acceptance
- Quality outcomes
- Trust
- Purpose
- Effective teamwork
- Conflict management





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Commitment

An agreement or pledge to do something
in the future



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Emotional Intelligence

Personal

Self-Awareness

Self-Management

Social

Social Awareness

Social/Relationship Management





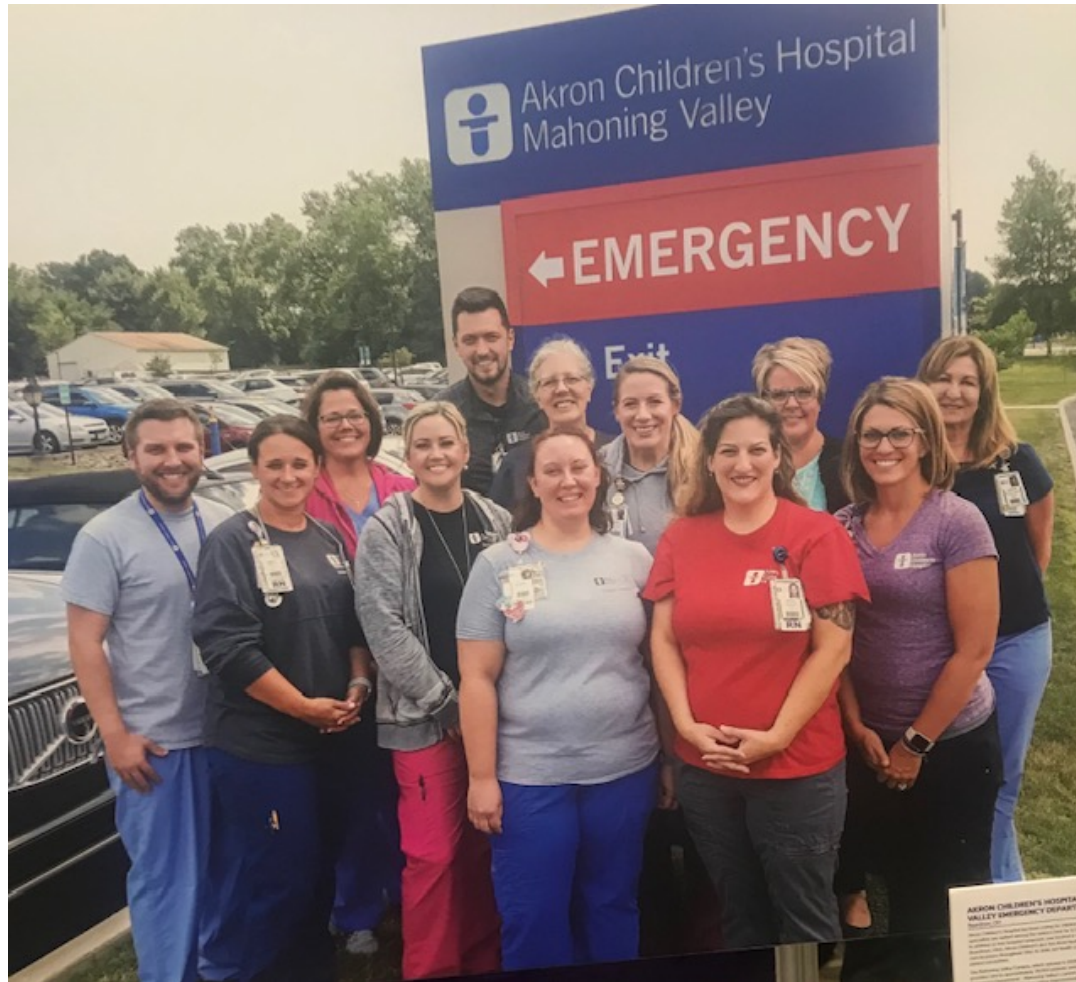
Self-Awareness



Self-Management



Social Awareness



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Social/Relationship Management



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Strengthening Conversations

- Listening
- Questioning – inquiry
- Talking Straight - advocacy





Listening

- Connection
- Understanding





Inquiry

- Awareness
- Discovery





Talking Straight

- Clear Messages
- Reveal
- Reasoning





Language

- Why
- You



Benefits





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References

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